

Auto Attendant Basic Set Up

Auto Attendant Capabilities

Each Auto Attendant provides the ability for a Day Greeting, a Night Greeting and if desired a Holiday Schedule. The only time you will need multiple auto attendants is if you have two telephone numbers that need to have different greetings, for instance if the customer has ABC Company and XYZ Company, each requiring their own specific greeting.

Some of the things you can do with an Auto Attendant are:

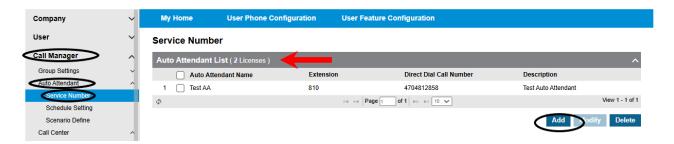
- Define the open and closed hours to play different greetings based on the time of day
- Define a Spell or Dial by Name with the ability to choose who can be reached via this feature
- Create sub menus (Scenario) within an auto attendant as an example direction to the facility, or hours of operation
 - o A sub menu or Scenario can allow the caller to press a digit to go elsewhere
 - It can also be set to play a greeting and then transfer the call. Transfer can be to an extension number, a hunt group or back to the main auto attendant greeting just as examples

To create a new auto attendant

Verify you have your Auto Attendant license

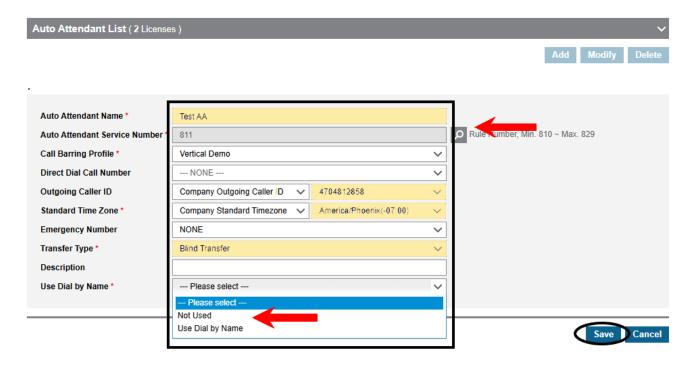
Click on Call Manager, then Auto Attendant and Service Number

In this example an auto attendant already exists so we will be adding a second AA. Click Add



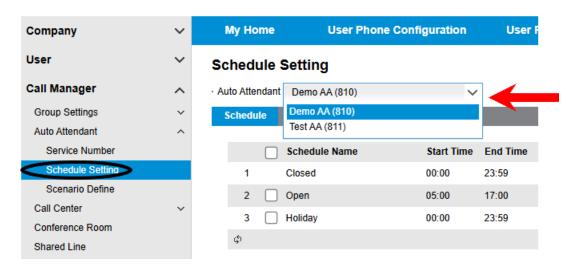
The AA number by default is 810 for the first AA and up for additional AA's, to select a specific AA number within the defined range, click the magnifying glass as indicated by the arrow int example below. All

highlighted fields below must be completed Select either screened or blind transfer and define the Dial by Name feature as Use or Not Used. You can always add this feature at a later date, use this link for those instructions Dial by Name - Add to Auto Attendant | iPECS Cloud Knowledge Base. Click Save to complete changes.



Next, the schedule needs to be set to define the open vs closed hours and holidays if desired.

If you have multiple Auto Attendants, you will need to choose which AA to modify



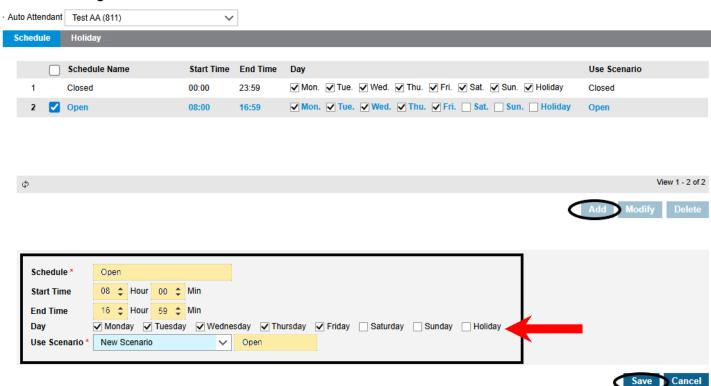
It is suggested to rename the default schedule name as that is the catch all schedule and will apply to any time that is not defined. That means that once you define your open hours, any other time will fall under the default schedule and changing the name to Closed will be easier for anyone who maintains this AA

Click on the Basic Schedule line and click Modify to change the name of the Schedule to Closed and save it



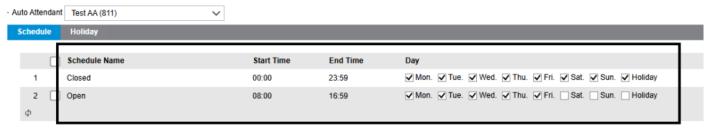
Next click Add and define the fields highlighted, name the schedule, define the Open hours and make sure to unselect the days of the week that are not part of the Open schedule, click save.

Schedule Setting



You will now have your Open and Closed times defined

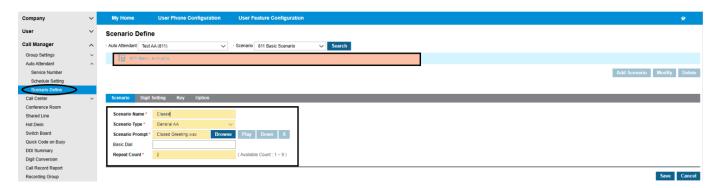
Schedule Setting



Next, click on **Scenario Define.** Click on the 811 Basic Scenario line (highlighted orange), next populate the fields highlighted in yellow

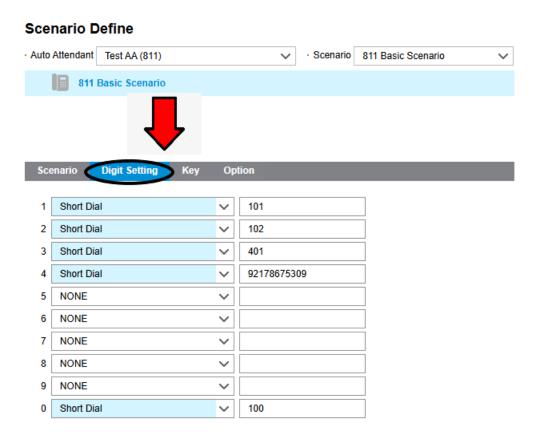
Name the Scenario Closed to match the Schedule name, define the Scenario type (options are: General AA, dial and digit to transfer to stations, hunt groups, sub menus, etc. or Basic Dial, which plays a greeting and then transfers the caller to the number in Basic Dial destination field or Announce which will play a greeting and terminates the call, or the Spell by Name options which are covered in another article) then click Browse to select the greeting that will be played for this Scenario that you have saved on your desktop (if you don't have your greeting ready yet, you can use Music On Hold file in it's place until you have the proper greeting. You cannot skip any of these options. Set the number of times the greeting will repeat if the caller doesn't make a selection or presses an undefined digit.

Do not save your work yet, see next step.



The gray bar indicated with the red arrow indicates the next screen to move to which is the Digit Setting. However, all four of those items must be set before you are able to save the AA configuration

The Digit Setting is where you define your one digit dialing destinations which can be extensions, hunt groups, external numbers, etc., see example below

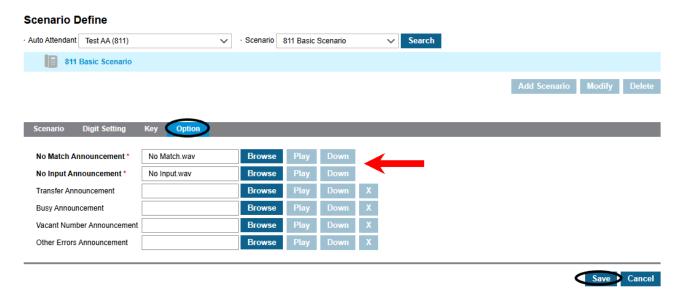


Up next define the Key options. This defines the minimum number of digits that can be dialed which would be 1, then the max number of digits which is going to be the extension number length. Finally, they have three options at the end of each greeting, those options are Retry Key(which will repeat the message),

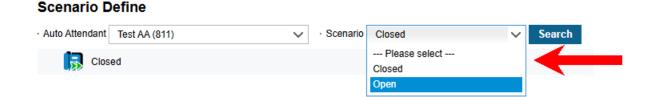
Previous Key, which will send them back to where they were before they pressed that key and Start Point, which means if they are a couple options deep in a few sub menus, they will go back to the first AA. Set the * or a # for which ever option you want and as you will see one of them will not be defined.

Scenario Define · Auto Attendant | Test AA (811) Scenario 811 Basic Scenario 811 Basic Scenario Scenario **Digit Setting** Key 1 Min. Digit * Max. Digit * 3 (Max 5 digits) Retry Key * # Previous Key Start Point Key NONE

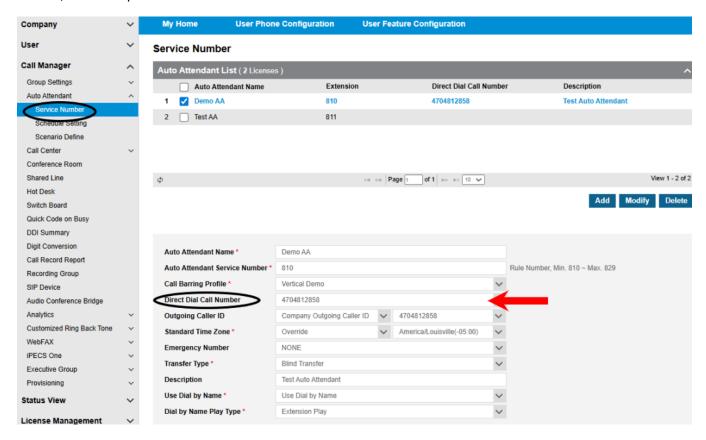
The last thing that must be defined is the Option screen. This is where greetings are inserted that will play to the caller when they make certain selections. Consult VConnect in the iPECS section for sample greetings. The No Match and No input options must be populated and then you can save these AA settings.



Now the same steps must be taken to create the options that will be available to callers during the defined Open hours. Return to the Scenario Define section above and repeat.

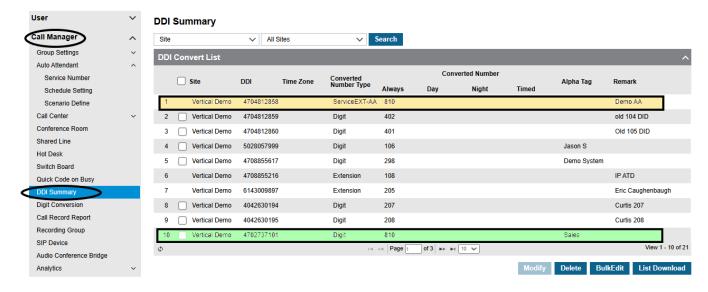


Be sure you set any numbers that should ring to the AA. You can set one DID to ring to the AA, see info below. If you need multiple numbers forwarded to the same AA, you will need to route them via the DDI screen, see example below



DDI screen showing numbers pointed to the AA

Notice line 1 does not have the square available to change the destination via this screen. This is because the number was assigned on the AA programming, see example directly above. Line 10 in the example below shows a number set to ring to the AA all the time.



Test AA