

VOCUS HOSTED PBX CUSTOMER GROUP SETUP (EXTENDED) - AUTO ATTENDANT

QUICK REFERENCE GUIDE

This document will show you how to create an **Auto Attendant**.

An Auto Attendant serves as an automated receptionist that answers an incoming calls and provides callers with a customised message, delivering options to direct them to an alternative number or department.

The Auto Attendant feature can allow for a Business hours and After hours menu to be setup based upon a time schedule.

Training Video: Refer to Hosted PBX Customer Group setup (Extended) Auto Attendant

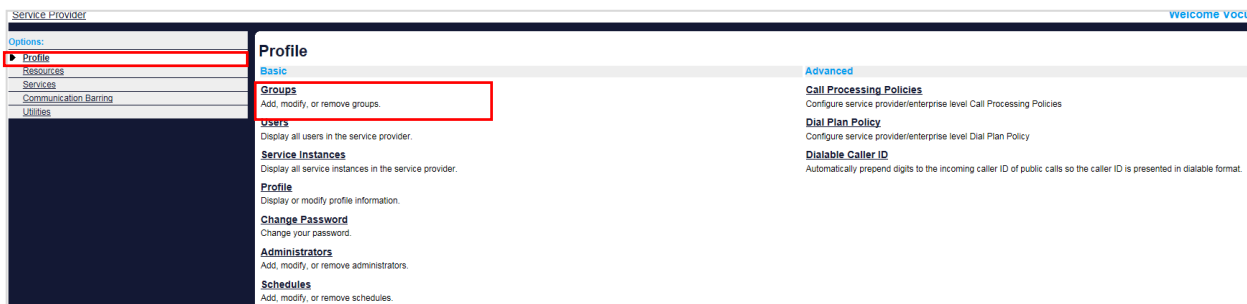
ADDING A TIME SCHEDULE

An Auto Attendant will often require different options for Business Hours, After Hours or Holidays (For example, outside of business hours an Auto Attendant will often only provide information on the opening hours or will direct a caller to a voicemail service)

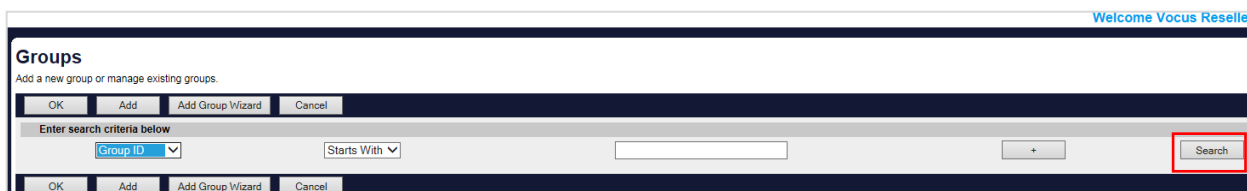
By Adding a time schedule to an Auto Attendant we can achieve these different requirements

This section will show you how to create a **Time** Schedule.

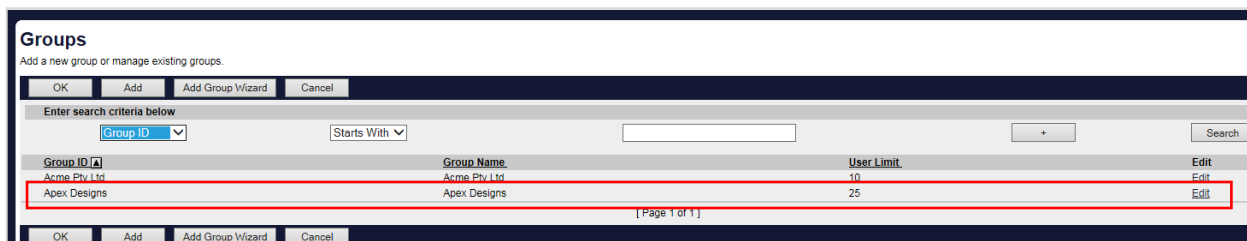
Once a time schedule is created it can be applied to an Auto Attendant



- > Select **Profile > Groups** to Navigate to the Customer Group where you want to setup the Schedule



- > Click the **Search** button



- > Then click on the customer Group

Service Provider > Apex Designs

Options:

- Profile
- Resources
- Services
- Calling Plan
- Communication Barring
- Utilities

Profile

Basic

Users
Add, modify, or remove users.

Profile
View or modify your group profile information.

Administrators
Add, modify, or remove group administrators and department administrators.

Announcement Repository
Manage the announcements for a group

Departments
Add, modify, or remove departments in your group.

Schedules
Add, modify, or remove schedules.

- > Select **Profile > Schedules** to add the Time schedule

Service Provider > Apex Designs Welcome Vocus Reseller [Logout]

Options:

- Profile
- Resources
- Services
- Calling Plan
- Communication Barring
- Utilities

Schedules

Add a new schedule or manage existing schedules.

OK Apply **Add** Cancel

Delete	Schedule Name	Type	Level	Edit
No Entries Present				
	Schedule Name	Starts With		Find Find All

OK Apply Add Cancel

- > Click the **Add** button

Service Provider > Apex Designs

Options:

- Profile
- Resources
- Services
- Call Center
- Calling Plan
- Communication Barring
- Utilities

Schedule Add

Add a new schedule.

OK Cancel

* Schedule Name:

Schedule Type: Holiday Time

OK Cancel

- > Type the name of the Schedule in the **Schedule Name** field
- > Select **Time** as the **Schedule Type**
- > Click **OK**

We now need to add time parameters to the schedule we have just created

The screenshot shows the 'Service Provider > Apex Designs' interface. On the left, there is a navigation menu with 'Options:' and several sub-items: Profile, Resources, Services, Calling Plan, Communication Barring, and Utilities. The 'Profile' item is highlighted with a red box. On the right, the 'Profile' section is visible, with sub-sections: Basic, Users, Profile, Administrators, Announcement Repository, Departments, and Schedules. The 'Schedules' sub-section is highlighted with a red box and contains the text 'Add, modify, or remove schedules.'

- > From the **Group, Options** menu, select **Profile** then **Schedules**

The screenshot shows the 'Schedules' management interface. At the top, there are buttons for 'OK', 'Apply', 'Add', and 'Cancel'. Below this is a table with columns: 'Delete', 'Schedule Name (A)', 'Type', 'Level', and 'Edit'. The table contains two rows: 'Business Hours' (Type: Time, Level: Group) and 'Holidays 2017' (Type: Holiday, Level: Group). The 'Edit' button for the 'Business Hours' row is highlighted with a red box. Below the table, there are search fields for 'Schedule Name' and 'Starts With', and buttons for 'Find' and 'Find All'. At the bottom, there are buttons for 'OK', 'Apply', 'Add', and 'Cancel'.

- > Select **Edit**

The screenshot shows the 'Schedule Modify' interface. At the top, there are buttons for 'OK', 'Apply', 'Add', and 'Cancel'. Below this is a form with a text input field for '* Schedule Name' containing 'Business Hours' and a dropdown for 'Type' set to 'Time'. Below the form is a table with columns: 'Delete', 'Event Name (A)', and 'Edit'. The table contains one row: 'No Entries Present'. Below the table, there are search fields for 'Event Name' and 'Starts With', and buttons for 'Find' and 'Find All'. At the bottom, there are buttons for 'OK', 'Apply', 'Add', and 'Cancel'.

- > Click on **Add** to add the event to the **Time** schedule

Service Provider > Apex Designs

Options:

- Profile
- Resources
- Services
- Call Center
- Calling Plan
- Communication Barring
- Utilities

Event Add

Add a new event to schedule.

OK Cancel

Schedule Name: Business Hours

* Event Name: Monday-Friday

Event Details

Event Time:

* Start Date: 03/14/2017 (mm/dd/yyyy) * Start Time: 9:00 AM All Day Event

* End Date: 03/14/2017 (mm/dd/yyyy) * End Time: 5:30 PM

Duration: 8 hours 30 minutes

Recurrence Pattern:

Recurs: Weekly

Every: 1 week(s) on: Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Recurrence Range:

Start Date: 03/14/2017 Note: Start Date is always equal to Event Time Start Date value

End: Never

After _____ occurrences

Date: 03/15/2017 (mm/dd/yyyy)

OK Cancel

- > Enter the **Event Name** (In this example we are creating a Monday to Friday Business Hours schedule of 9.00am to 5.30pm)
- > In the **Event Time** field complete start and end date and time
- > From the **Recurrence Pattern Dropdown**, select the required option, then tick the appropriate boxes
- > Complete the **Recurrence Range** field,
- > Click **OK**

The Time Event has now been added to the schedule

Service Provider > Apex Designs

Welcome Vocus Reseller

Options:

- Profile
- Resources
- Services
- Call Center
- Calling Plan
- Communication Barring
- Utilities

Schedule Modify

Modify an existing schedule.

OK Apply Add Cancel

* Schedule Name: Business Hours

Type: Time

Delete	Event Name	Edit
<input type="checkbox"/>	Monday-Friday	Edit

Event Name Starts With Find Find All

OK Apply Add Cancel

- > Click on **Edit** if you if you need to modify the event

CREATING A HOLIDAY SCHEDULE

Service Provider

Welcome Vocus

Options:

- Profile
- Resources
- Services
- Communication Barring
- Utilities

Profile

Basic

Groups
Add, modify, or remove groups.

Users
Display all users in the service provider.

Service Instances
Display all service instances in the service provider.

Profile
Display or modify profile information.

Change Password
Change your password.

Administrators
Add, modify, or remove administrators.

Schedules
Add, modify, or remove schedules.

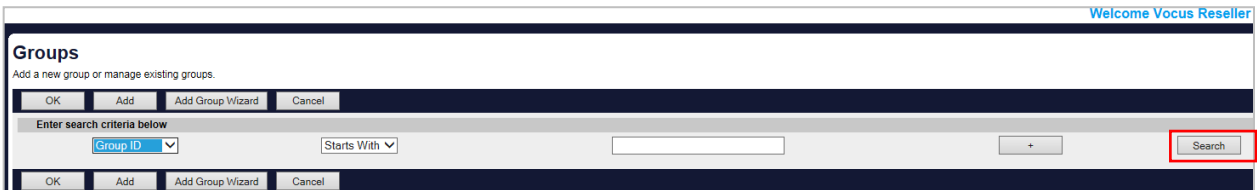
Advanced

Call Processing Policies
Configure service provider/enterprise level Call Processing Policies

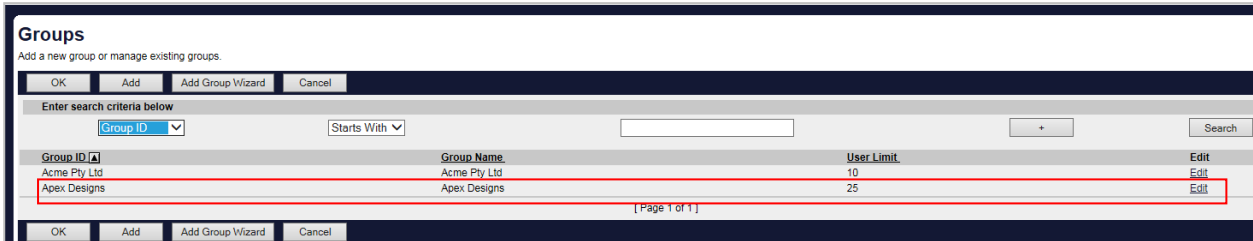
Dial Plan Policy
Configure service provider/enterprise level Dial Plan Policy

Dialable Caller ID
Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format.

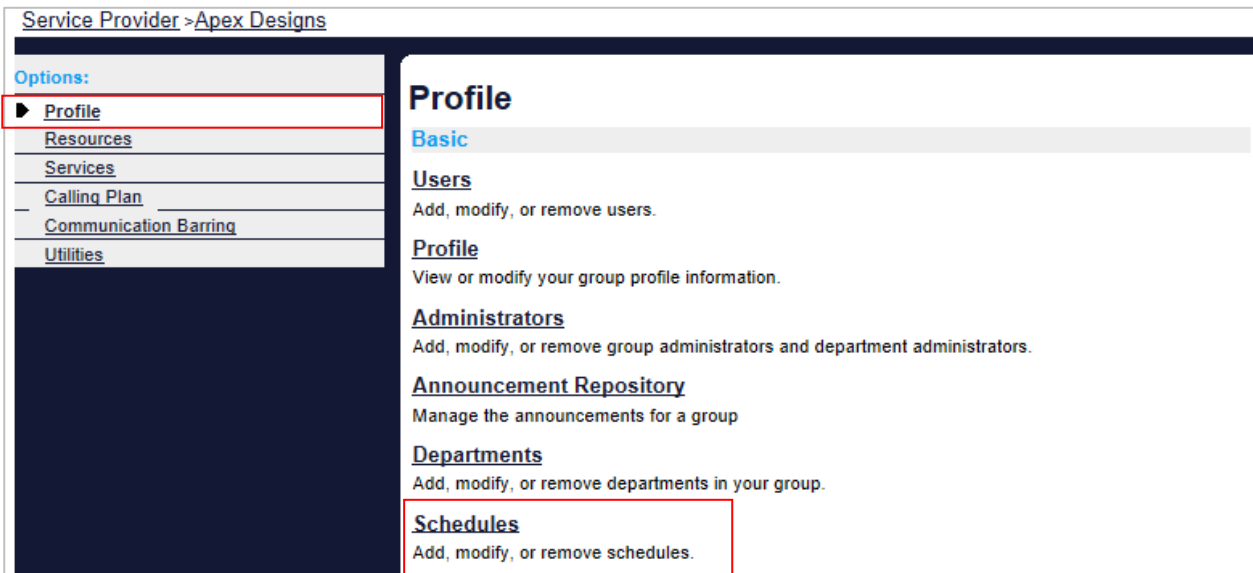
- > Select **Profile**, then **Groups** to Navigate to the Customer group



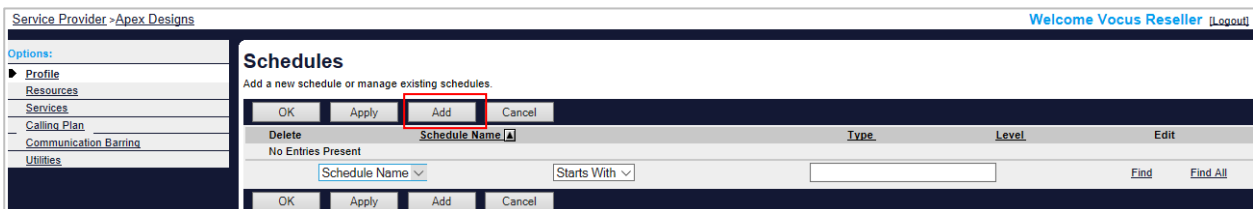
> Select **Search**



> Click on the Customer Group



> Select **Profile > Schedules** to add the Holiday Schedule

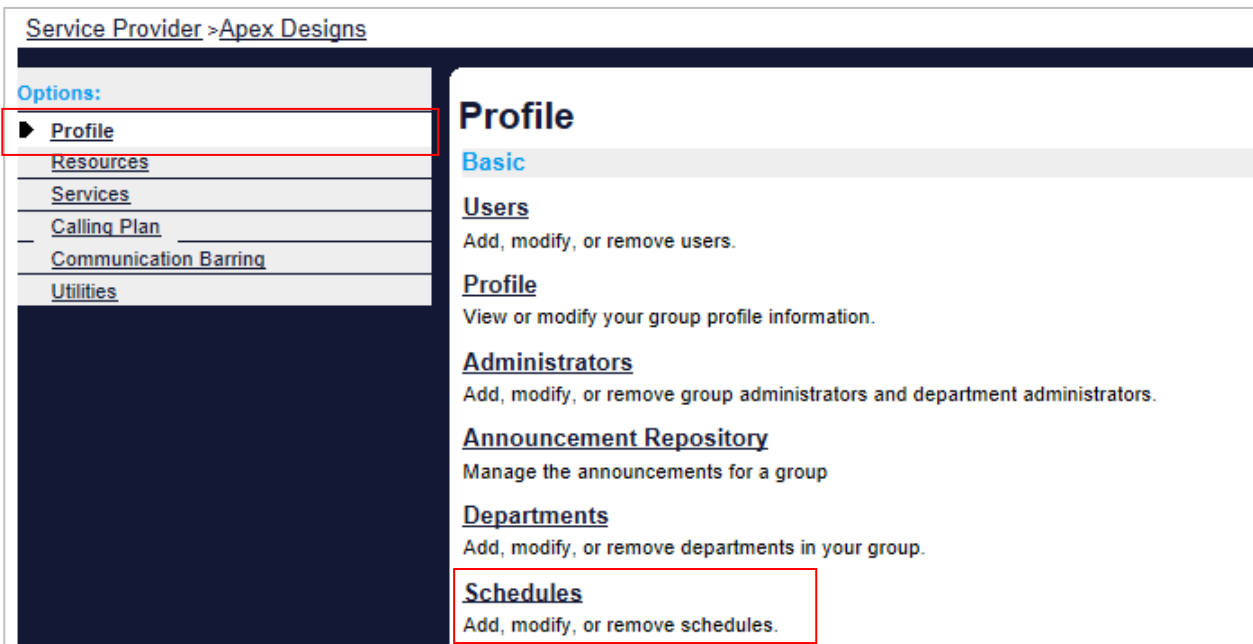


> Select **Add**

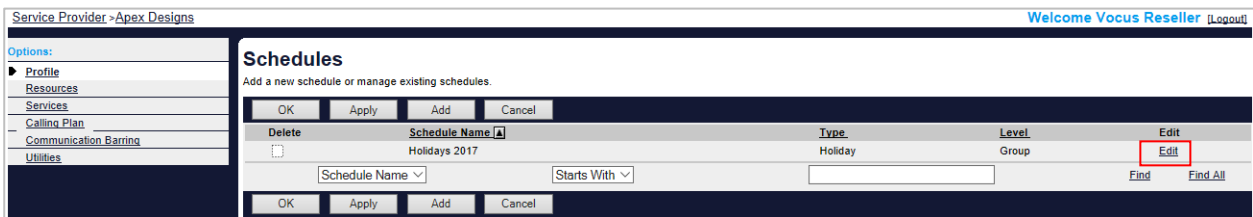


- > Type the name of the Schedule in the **Schedule Name** field
- > Select Holiday as the **Schedule Type**
- > Click **OK**

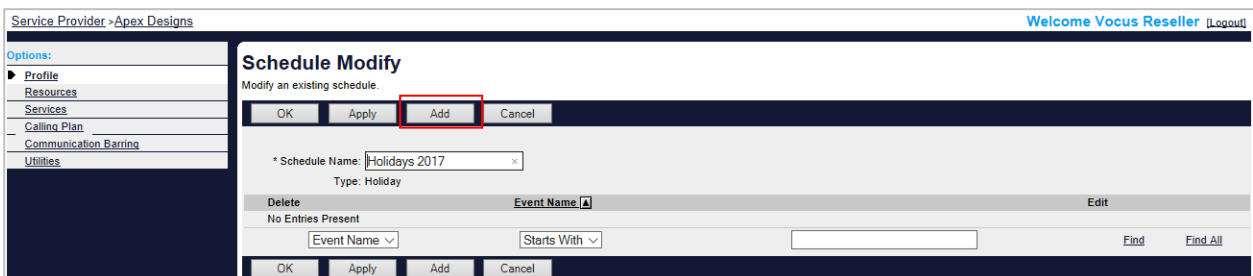
We now need to add an event to the Holiday schedule



- > From the **Group, Options** menu, select **Profile** then **Schedules**



- > Click on **Edit** to open the Holiday schedule you have just created



- > Select **Add**

Service Provider > Apex Designs Welcome Vocus Reseller [Logout]

Options:
 Profile
 Resources
 Services
 Calling Plan
 Communication Barrinq
 Utilities

Event Add

Add a new event to schedule.

OK Cancel

Schedule Name: Holidays 2017
 * Event Name: Xmas Day

Event Details
 Event Time:
 * Start Date: 12/25/2017 (mm/dd/yyyy) Start Time: AM All Day Event
 * End Date: 12/25/2017 (mm/dd/yyyy) End Time: AM
 Duration: 1 day

Recurrence Pattern:
 Recurs: Yearly
 Every 1 year(s) on Day 25 of December
 The First Sunday of January

Recurrence Range:
 Start Date: 12/25/2017 Note: Start Date is always equal to Event Time Start Date value
 End: Never
 After occurrences
 Date 12/25/2017 (mm/dd/yyyy)

OK Cancel

- > Enter the **Event Name**
- > In the **Event Time** field complete start and end date and time, or tick the **All Day Event** box
- > From the **Recurrence Pattern** Dropdown, select the required option, then complete the appropriate fields
- > Complete the **Recurrence Range** field
- > Click **OK**

Service Provider > Apex Designs Welcome Vocus Reseller [Logout]

Options:
 Profile
 Resources
 Services
 Calling Plan
 Communication Barrinq
 Utilities

Schedule Modify

Modify an existing schedule.

OK Apply Add Cancel

* Schedule Name: Holidays 2017
 Type: Holiday

Delete	Event Name	Edit
<input type="checkbox"/>	Xmas Day	Edit

Event Name Starts With Find Find All

OK Apply Add Cancel

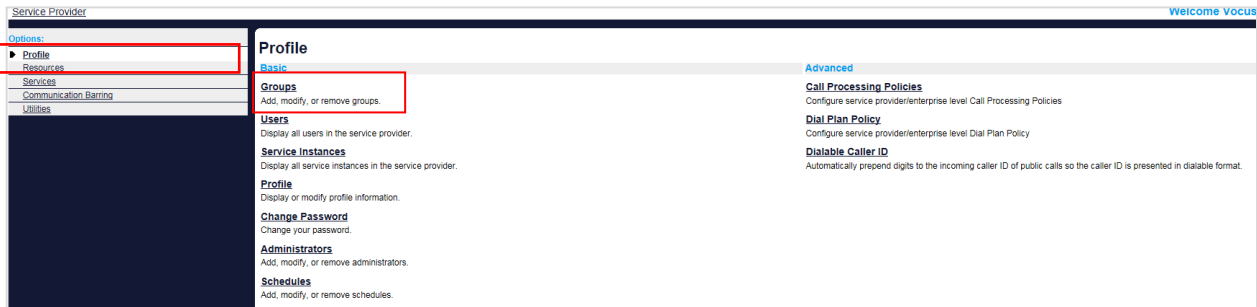
- > Select **Edit** to modify the event

Please Note:

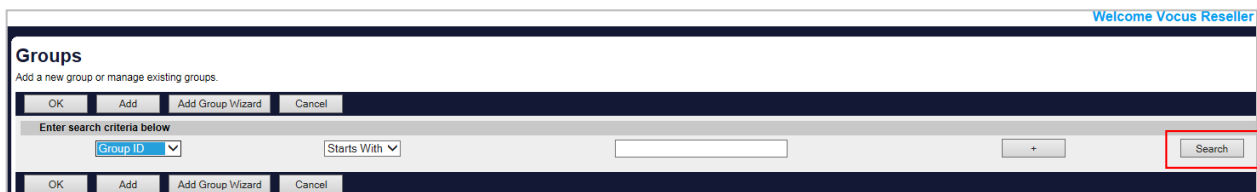
1. Holidays that fall on the same date each year will only need to be created once as a recurring schedule.
2. For holidays that change the date each year you will need to update the schedule yearly

AUTO ATTENDANT

We will now create an **Auto Attendant**



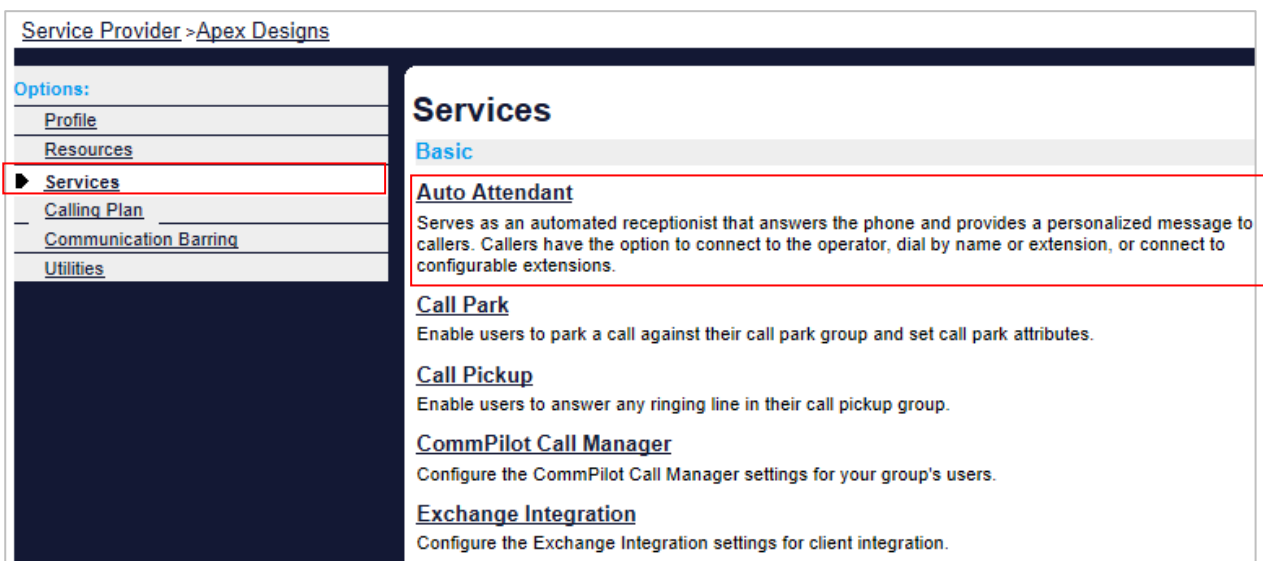
- > Select **Profile > Groups** to Navigate to the Customer Group



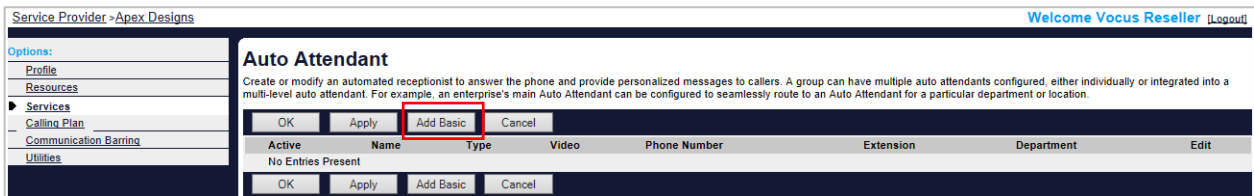
- > Select **Search**



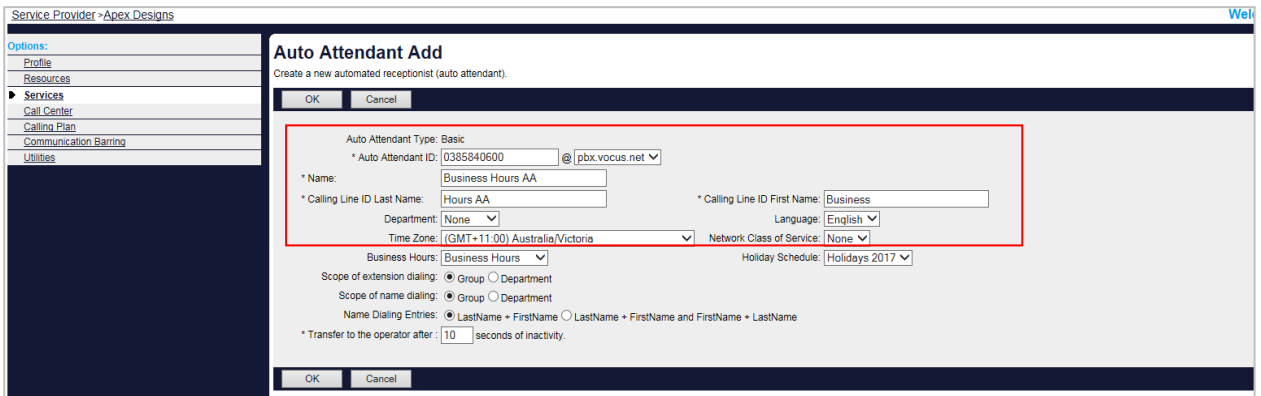
- > Click on the customer group



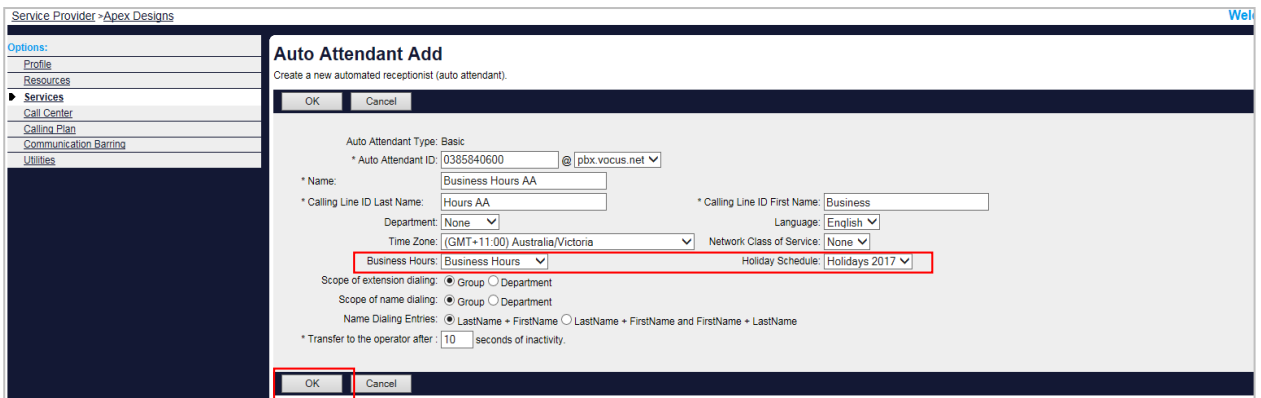
- > From the **Group, Options** menu, select **Services**, then **Auto Attendant**



- › Click on **Add Basic**



- › In the **Auto Attendant ID** field, add the id (this can be a name or the 10 digit number)
- › Enter a name for the Auto Attendant
- › Complete the last name and first name fields
- › Ensure the correct time zone is selected



- › From the **Business Hours** dropdown, select the business hours schedule you have already created
- › From the **Holiday Schedule** dropdown, select the holiday schedule you have already created
- › Click **OK**

ASSIGN NUMBER TO AUTO ATTENDANT

Once you have created the Auto Attendant, you will need to assign it a phone number

Service Provider > Apex Designs Welcome Vocus Reseller (Logout)

Options:
Profile
Resources
Services
Call Center
Calling Plan
Communication Barriers
Utilities

Auto Attendant

Create or modify an automated receptionist to answer the phone and provide personalized messages to callers. A group can have multiple auto attendants configured, either individually or integrated into a multi-level auto attendant. For example, an enterprise's main Auto Attendant can be configured to seamlessly route to an Auto Attendant for a particular department or location.

OK Apply Add Basic Cancel

Active	Name	Type	Video	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	Business Hours AA	Basic					Edit

OK Apply Add Basic Cancel

- > Select **Edit** on the Auto Attendant

Service Provider > Apex Designs > Auto Attendant : 0385840600@pbx.vocus.net

Options:
Profile
Calling Plans
Utilities
Menus

Profile

Basic **Advanced**

Profile
Display and configure profile information and menu settings for this auto attendant.

Addresses
Display and configure information such as phone number, extension, and identity/device profile for this auto attendant.

Announcement Repository
Manage the announcements for this auto attendant.

Password
Configure the voice portal password for this auto attendant.

Voice Portal
Change voice portal options of the auto attendant.

Assign Services
Assign or unassign services and service packs.

Call Application Policies
Select Call Control Applications enabled for a user.

Call Policies
Configure user Call Policies

- > From the **Auto Attendant**, **Options** menu, select **Profile** then **Addresses**

Service Provider > Apex Designs > Auto Attendant : 0385840600@pbx.vocus.net

Options:
Profile
Calling Plans
Utilities
Menus

Auto Attendant Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK Apply Cancel

Phone Number: 0385480600 Activated

Extension: 0600

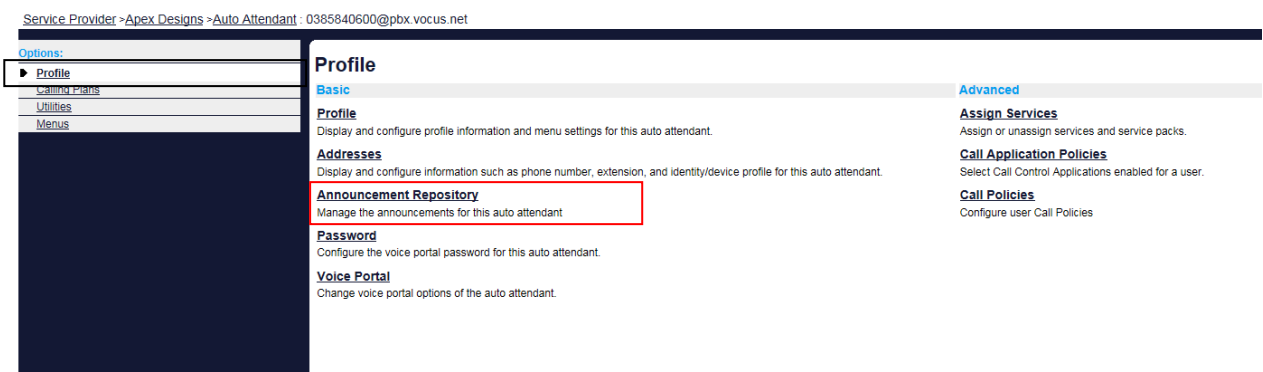
Aliases - sip: @ pbx.vocus.net
sip: @ pbx.vocus.net
sip: @ pbx.vocus.net

OK Apply Cancel

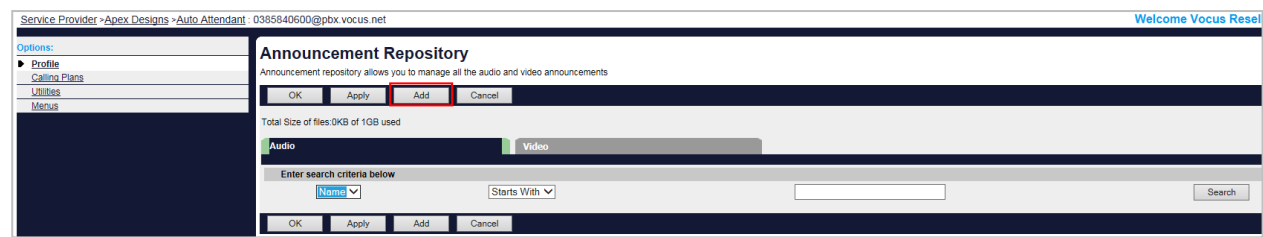
- > Select the phone number from the **Phone Number** Drop down.
- The Extension field will automatically populate.
- > Click **OK**

ADD ANNOUNCEMENT TO AUTO ATTENDANT

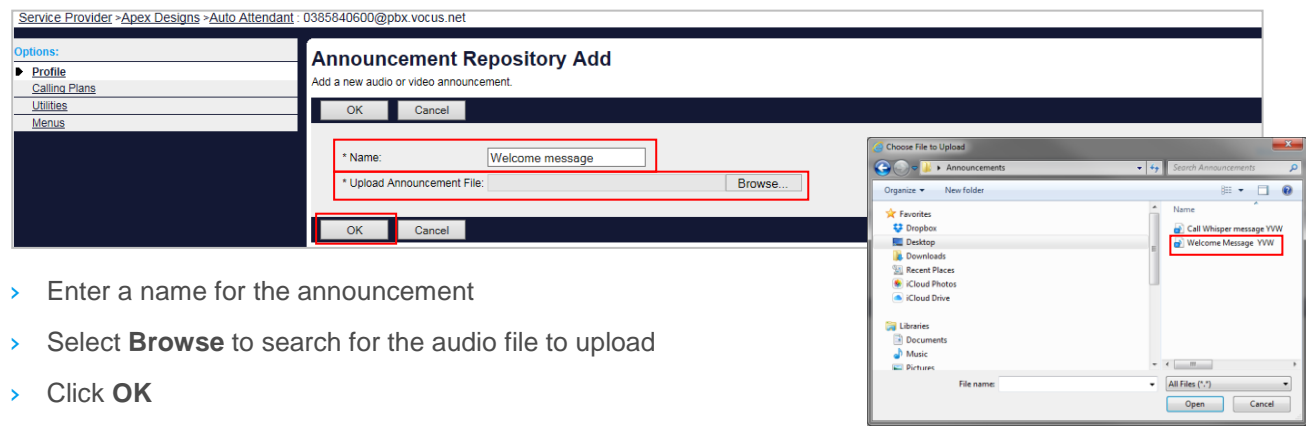
To add an Announcement to your Auto Attendant you first need to create it and upload into the Announcement Repository



- > From the **Auto Attendant**, **Options** menu, Select **Profile**, then **Announcement Repository**

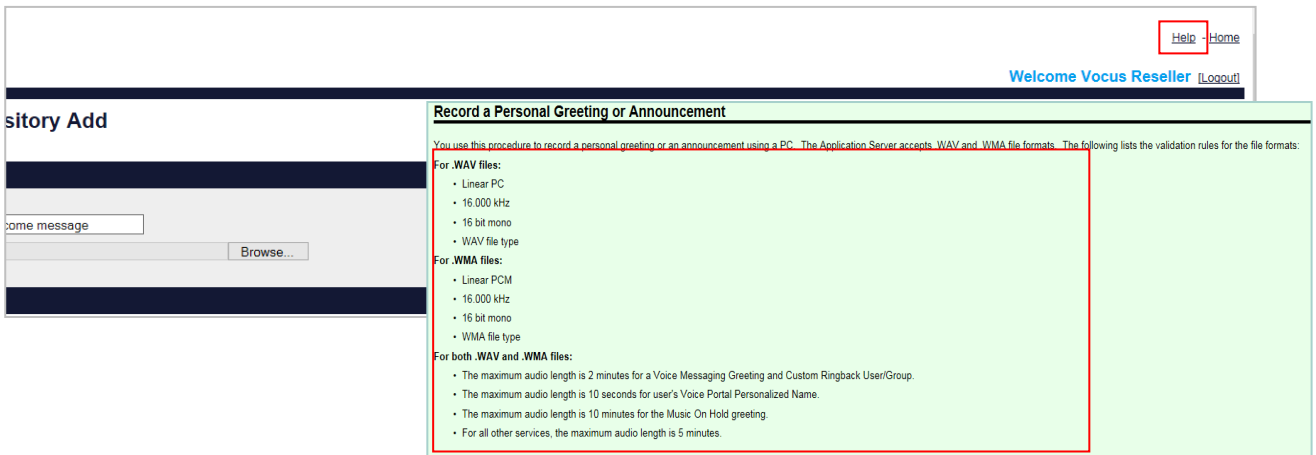


- > Click **Add**



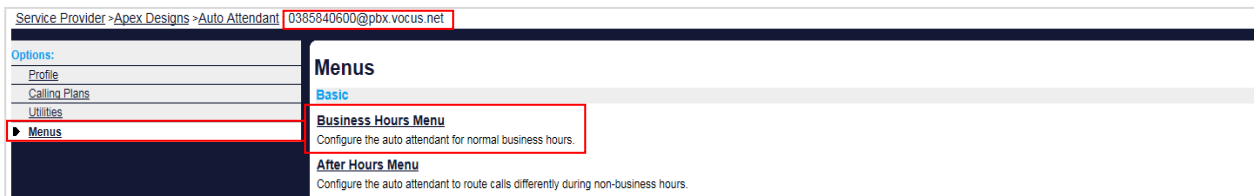
- > Enter a name for the announcement
- > Select **Browse** to search for the audio file to upload
- > Click **OK**

This page displays acceptable file formats and file sizes

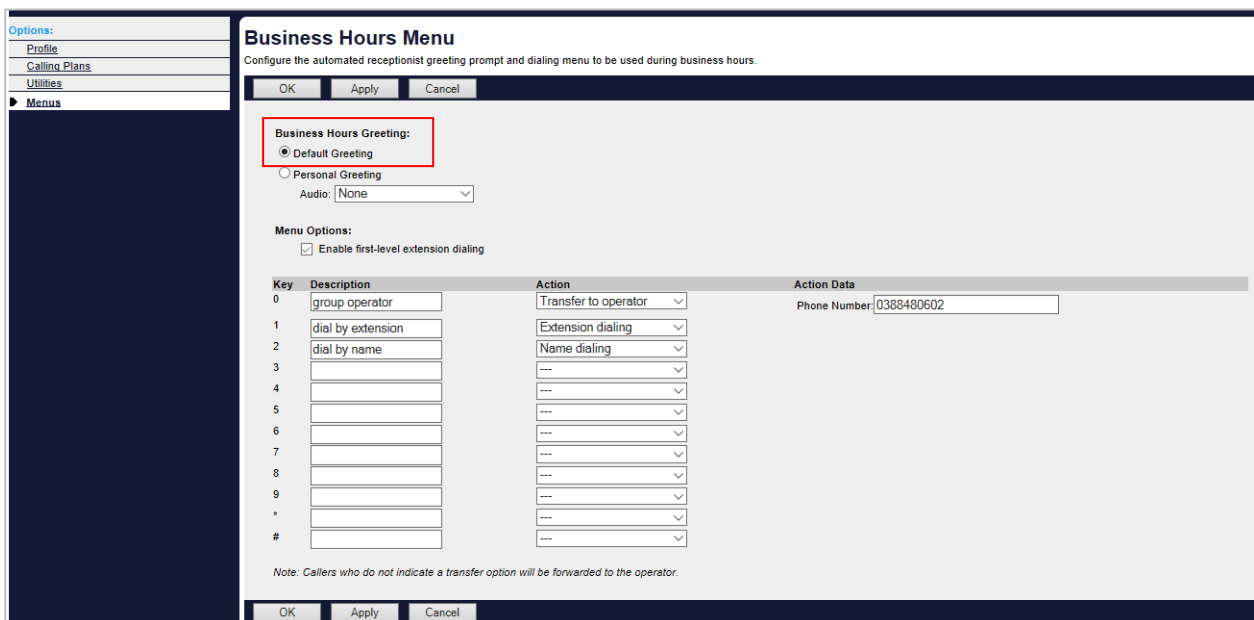


- > To view information on acceptable file formats and file sizes, select the **Help** menu

We will now create the Business Hours Greeting menu



- > From the **Auto Attendant**, **Options** menu, select **Menus** then **Business Hours Menu**



- > Select **Default Greeting** use the standard greeting announcement

Options:
 Profile
 Calling Plans
 Utilities
 Menus

Business Hours Menu

Configure the automated receptionist greeting prompt and dialing menu to be used during business hours.

OK Apply Cancel

Business Hours Greeting:
 Default Greeting
 Personal Greeting
 Audio: **Greeting.wav (Group)**

Menu Options:
 Enable first-level extension dialing

Key	Description	Action	Action Data
0	group operator	Transfer to operator	Phone Number: 0388480602
1	dial by extension	Extension dialing	
2	dial by name	Name dialing	
3		---	
4		---	
5		---	
6		---	
7		---	
8		---	
9		---	
*		---	
#		---	

://www.voice.amcom.com.au/commipilot/Common/folder_contents.jsp?folder=U35&menuId=0

To apply a personal greeting to the Auto Attendant:

- > Select the **Personal Greeting** option
- > From the **Audio** dropdown select your pre-recorded file

Options:
 Profile
 Calling Plans
 Utilities
 Menus

Business Hours Menu

Configure the automated receptionist greeting prompt and dialing menu to be used during business hours.

OK Apply Cancel

Business Hours Greeting:
 Default Greeting
 Personal Greeting
 Audio: None

Menu Options:
 Enable first-level extension dialing

Key	Description	Action	Action Data
0	group operator	Transfer to operator	Phone Number: 0388480602
1	dial by extension	Extension dialing	
2	dial by name	Name dialing	
3		---	
4		---	
5		---	
6		---	
7		---	
8		---	
9		---	
*		---	
#		---	

Note: Callers who do not indicate a transfer option will be forwarded to the operator.

OK Apply Cancel

- > Click the checkbox to **Enable First-Level Extension Dialing** for a prompt to enter the destination party's extension number

Options:
Business Hours Menu

- Profile
- Calling Plans
- Utilities
- ▶ **Menus**

Configure the automated receptionist greeting prompt and dialing menu to be used during business hours.

OK Apply Cancel

Business Hours Greeting:

Default Greeting

Personal Greeting

Audio:

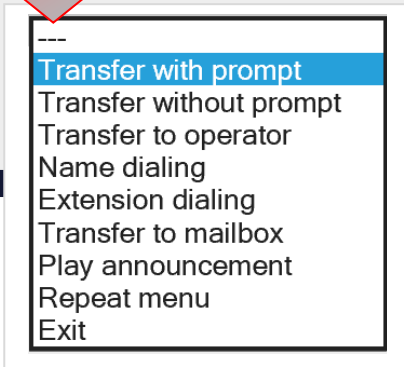
Menu Options:

Enable first-level extension dialing

Key	Description	Action	Action Data
0	<input type="text" value="No input"/>	<input type="text" value="Transfer to operator"/>	Phone Number: <input type="text" value="1000"/>
1	<input type="text" value="Reception Hunt Group"/>	<input type="text" value="Transfer without prompt"/>	Phone Number: <input type="text" value="1000"/>
2	<input type="text" value="Sales Hunt Group"/>	<input type="text" value="Transfer without prompt"/>	Phone Number: <input type="text" value="1001"/>
3	<input type="text" value="Support Hunt Group"/>	<input type="text" value="Transfer without prompt"/>	Phone Number: <input type="text" value="1002"/>
4	<input type="text" value="Support Voicemail"/>	<input type="text" value="Transfer without prompt"/>	Phone Number: <input type="text" value="551002#"/>
5	<input type="text" value="Name Dialing"/>	<input type="text" value="Name dialing"/>	
6	<input type="text" value="Extension Dialing"/>	<input type="text" value="Extension dialing"/>	
7	<input type="text" value=""/>	<input type="text" value="---"/>	
8	<input type="text" value=""/>	<input type="text" value="---"/>	
9	<input type="text" value="Repeat menu"/>	<input type="text" value="Repeat menu"/>	
*	<input type="text" value=""/>	<input type="text" value="---"/>	
#	<input type="text" value=""/>	<input type="text" value="---"/>	

Note: Callers who do not indicate a transfer option will be forwarded to the operator.

OK Apply Cancel



To configure the Auto Attendant menu:

- > Add a **description** for the Auto Attendant destination
- > Select the required **Action** control from the dropdown menu

Note: The most common Action used is “Transfer without prompt” as this emulates a blind transfer
 The Action “Transfer to Operator” will transfer the caller to the nominated destination if no option is selected

Service Provider > Apex Designs > Auto Attendant : 0385840600@pbx.vocus.net
Welcome Vocus

- Options:
- Profile
- Calling Plans
- Utilities
- ▶ **Menus**

Configure the automated receptionist greeting prompt and dialing menu to be used during business hours.

OK Apply Cancel

Business Hours Greeting:

Default Greeting

Personal Greeting

Audio:

Menu Options:

Enable first-level extension dialing

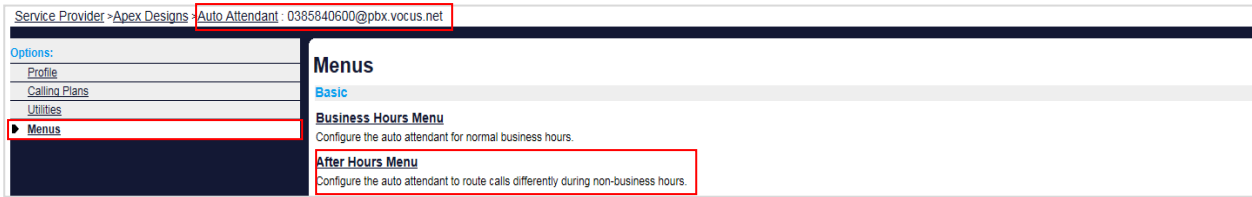
Key	Description	Action	Action Data
0	<input type="text" value="No input"/>	<input type="text" value="Transfer to operator"/>	Phone Number: <input type="text" value="1000"/>
1	<input type="text" value="Reception Hunt Group"/>	<input type="text" value="Transfer without prompt"/>	Phone Number: <input type="text" value="1000"/>
2	<input type="text" value="Sales Hunt Group"/>	<input type="text" value="Transfer without prompt"/>	Phone Number: <input type="text" value="1001"/>
3	<input type="text" value="Support Hunt Group"/>	<input type="text" value="Transfer without prompt"/>	Phone Number: <input type="text" value="1002"/>
4	<input type="text" value="Support Voicemail"/>	<input type="text" value="Transfer without prompt"/>	Phone Number: <input type="text" value="551002#"/>
5	<input type="text" value="Name Dialing"/>	<input type="text" value="Name dialing"/>	
6	<input type="text" value="Extension Dialing"/>	<input type="text" value="Extension dialing"/>	
7	<input type="text" value=""/>	<input type="text" value="---"/>	
8	<input type="text" value=""/>	<input type="text" value="---"/>	
9	<input type="text" value="Repeat menu"/>	<input type="text" value="Repeat menu"/>	
*	<input type="text" value=""/>	<input type="text" value="---"/>	
#	<input type="text" value=""/>	<input type="text" value="---"/>	

Note: Callers who do not indicate a transfer option will be forwarded to the operator.

OK Apply Cancel

- > Add the destination number or service where the call will land
- > Click **OK**

If required, an After Hours menu can be setup using the same procedure as used for the Business Hours menu



- > From the **Auto Attendant, Options** page select **Menus** and **After Hours Menu**

If an After Hours menu is not required, the Auto Attendant setup is now complete

For further information go to www.vocus.com.au or contact your Account Manager