

IP TEL COMMPILOT

Configuring an Auto Attendant

September 2018

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INTRODUCTION

This document provides step by step instructions on how to configure an Auto Attendant Hunt Group.

An Auto Attendant is like an automated receptionist that answers the phone and provides a personalised message to callers. Callers are given the option to connect to the operator, dial by name or extension, or connect to configurable extensions.

Prior to configuring an Auto Attendant, it is important to:

- > Plan the IVR structure.
- > Define one auto attendant for each purpose, i.e. Sales, Finance, Marketing, Support.
- > Decide on the Time Schedule for business hours and/or a Holiday Schedule for non-business hours. Setting the same business hours for all auto attendants simplifies the configuration. Setting different business hours gives more flexibility.
- > For custom messages, record the audio files (on the CommPilot Administrator Voice Portal or upload pre-recorded .wav files via CommPilot).
- > Call the auto attendant numbers to test your design.

LIST AND ACTIVATE OR DEACTIVATE AUTO ATTENDANTS

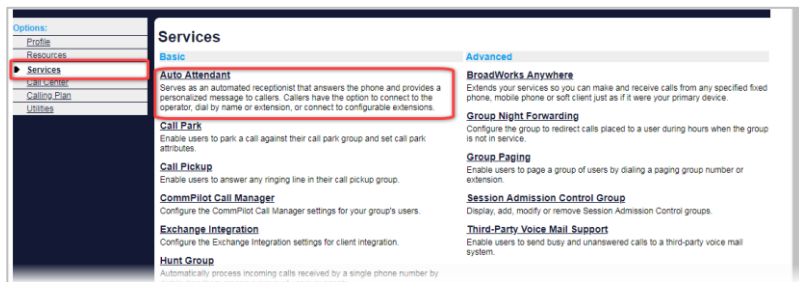
To create a new Auto Attendant.

Login to Vocus IP Tel Manager.

On the *Group > Profile* menu page:

1. Click **Services**.
2. Click **Auto Attendant**.

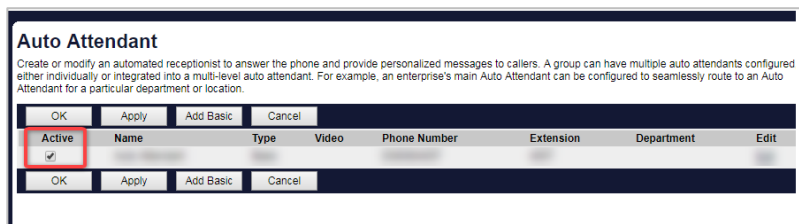
Any Auto Attendants are listed.



Activate/Deactivate

1. Select or deselect the **Active** checkbox to Activate or Deactivate an Auto Attendant.

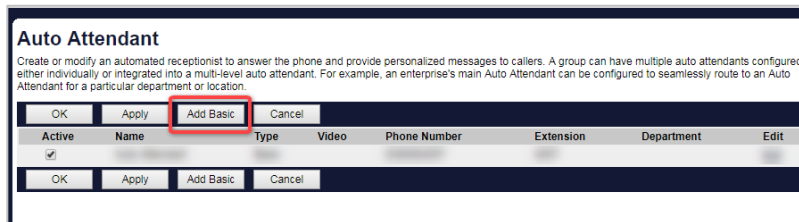
2. Click .



ADD AN AUTO ATTENDANT

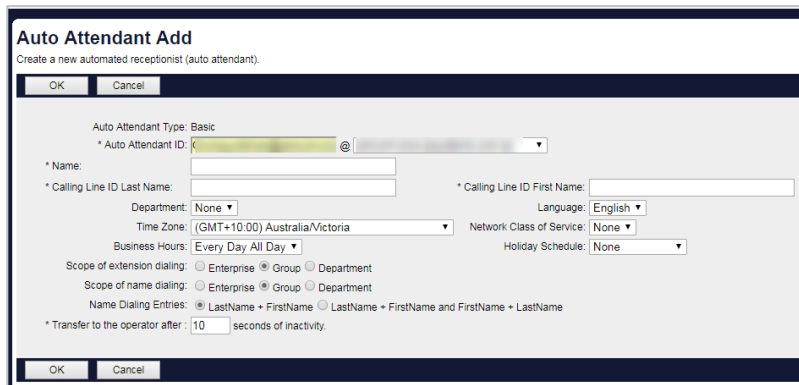
From the Auto Attendant list:

1. Click .



2. Type or select information for the Auto Attendant as described in the following table. An asterisk (*) indicates mandatory field.

3. Click .



INPUT	DESCRIPTION
*Auto Attendant ID	Type an ID in the input box for the auto attendant. Click the drop-down arrow to choose a domain for the auto attendant or leave the default setting. The ID must be between 6 and 80 characters long.
*Name	Type a name for the auto attendant.
*Calling Line ID Last Name	Type the last name to be displayed on lines with Caller ID.
*Calling Line ID First Name	Type the first name to be displayed on lines with Caller ID.
Department	Click the drop-down arrow to choose a department for the auto attendant.

Language	The language in which service-specific messages are played during calls to the auto attendant. Default is English (U.S. English) unless configured otherwise.
Time Zone	Click the drop-down arrow to choose a time zone for the auto attendant.
Business Hours	The time schedule that defines the business hours for the auto attendant. During non-business hours, callers hear the after- hours greeting and dialing menu. "EveryDayAllDay" means that no schedule for business hours is in effect. .
Holiday Schedule	The holiday schedule for the auto attendant. On a scheduled holiday, callers hear the after-hours greeting and dialing menu.
Scope of extension dialing	Determines whether extension dialing applies across the department, group or enterprise (if your group is part of an enterprise) of the auto attendant.
Scope of name dialing	Determines whether name dialing applies across the department, group or enterprise (if your group is part of an enterprise) of the auto attendant.
Name Dialing Entries	Define how a caller should say the name of the person they want to reach: LastName + FirstName The caller must first say the last name of the person and then say the first name. LastName + FirstName and FirstName + Lastname The caller can say either the last name and then the first name of the person or the first name and then the last name.

DELETE AN AUTO ATTENDANT

From the Auto Attendant list:

1. Click **Auto Attendant** to be deleted.

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.

Active	Name	Type	Video	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	Auto Attendant						

2. Click **Profile**.

Profile

Basic

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

Advanced

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

3. Click **Delete**.

Auto Attendant Modify
Modify an existing auto attendant.

OK Apply **Delete** Cancel

Auto Attendant Type: Basic
Auto Attendant ID: [Auto Attendant] [Change User ID \(Also saves current screen data\)](#)

* Name: [Auto Attendant] * Calling Line ID Last Name: [Auto Attendant] * Calling Line ID First Name: [Demo]

Department: [None] Language: [English]

Time Zone: [(GMT+10:00) Australia/Victoria] Network Class of Service: [None]

Business Hours: [Business Hours] Holiday Schedule: [Public Holidays]

Scope of extension dialing: Enterprise Group Department
Scope of name dialing: Enterprise Group Department
Name Dialing Entries: LastName + FirstName LastName + FirstName and FirstName + LastName

* Transfer to the operator after: [10] seconds of inactivity.

OK Apply **Delete** Cancel

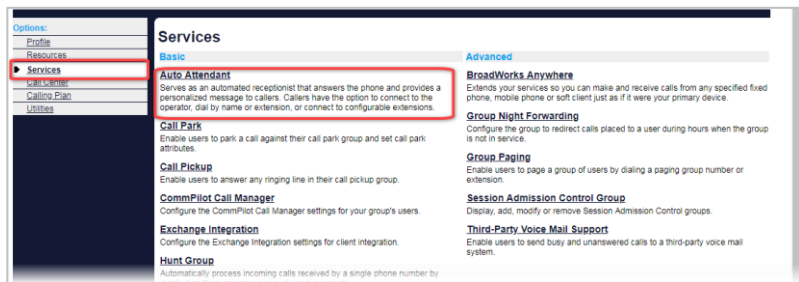
SPECIFY GREETINGS

Login to Vocus IP Tel Manager.

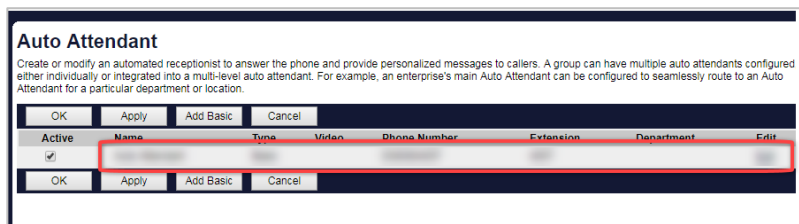
On the *Group > Profile* menu page:

1. Click **Services**.
2. Click **Auto Attendant**.

All Auto Attendants are listed.



3. Click required **Auto Attendant**.



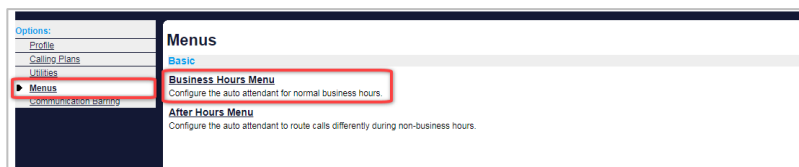
BUSINESS HOURS

First-Level Extension Dialing plays a prompt that allows a caller to dial an extension immediately. (A caller can interrupt the welcome prompt.)

When First-Level Extension Dialing is not enabled, the prompt after the welcome message gives the caller two choices: to press 1 to dial an extension or to press 2 to use the automated name directory.

If a custom recording is required, it will need to be added to the Announcement Repository first.

1. Click **Menus**.
2. Click **Business Hours Menu**.

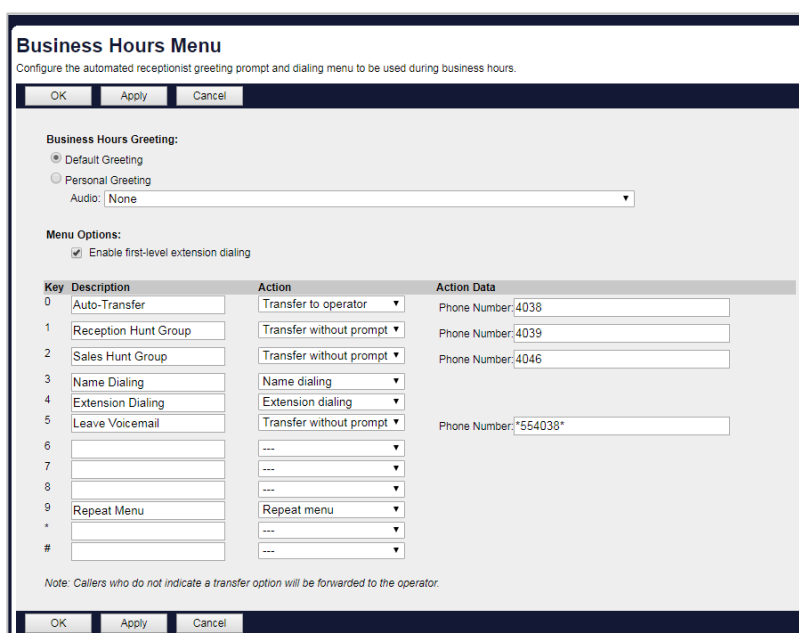


3. Select from:
 - > **Default Greeting** plays a generic system recording that does not identify your company by name.
 - > **Personal Greeting** plays a custom recording. Select the required recording from the drop-down list.

4. Check the box to Enable First-Level Extension Dialing.

Dialling options for callers can then be specified. Refer to the tables below for information.

5. Click .



OPTIONS	DESCRIPTION
Key	List of the keys on a telephone keypad to which you assign actions.
Description	Optional description of the menu option.
Action	<p>A drop-down list of actions (required data). Options available:</p> <ul style="list-style-type: none"> • Transfer with prompt • Transfer without prompt • Transfer to Operator • Name Dialling • Extension Dialling • Transfer to Mailbox • Play Announcement • Repeat Menu • Exit
Phone Number	When an action transfers a call, a number must be specified. When an action transfers a call to the operator, the number you provided for the auto attendant displays.

Examples of different options that can be selected are listed in the below table.

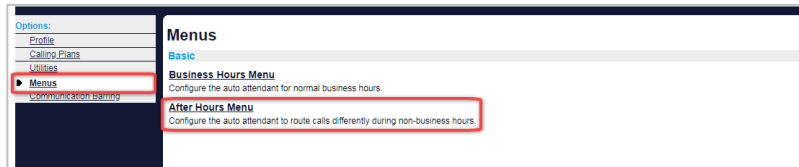
KEY	DESCRIPTION	ACTION	PROMPT AND OUTCOME
0	Reception	Transfer to operator	“Please wait while your call is transferred to the operator.” The call is transferred to the number in the Number column. If the operator number is not valid, the call ends with the message “Your call cannot be transferred, please try again later, thank you”.
1	Sales	Transfer without prompt	Call is transferred to the number in the Number column without a prompt. If the number is not valid, the call ends with the message “Your call cannot be transferred, please try again later, thank you”.
2	Extension dialing	None	Access to extension dialing is provided.
3	Marketing	Transfer with prompt	“Please wait while your call is transferred to Marketing.” Call is transferred to the number in the Number column. If the number is not valid, the call ends with the message “Your call cannot be transferred, please try again later, thank you”.
*	Repeat menu	Repeat menu	Menu greeting is played.
#	Exit	Exit	“Thank you for Calling” and the call will be released.

AFTER HOURS

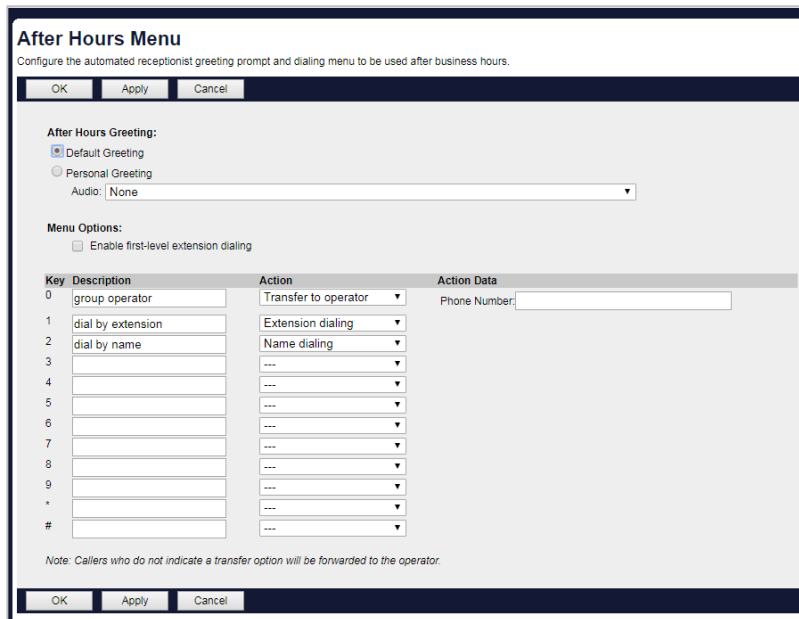
Select the greeting and dialling menu (prompts and actions) to be used outside business hours. An example of a dialling prompt is “We are closed. Dial 0 to reach the operator”.

If a custom recording is required, it will need to be added to the Announcement Repository first.

1. Click **Menus**.
2. Click **Business Hours Menu**.



3. Select from:
 - > **Default Greeting** plays a generic system recording that does not identify your company by name.
 - > **Personal Greeting** plays a custom recording. Select the required recording from the drop-down list.
4. Check the box to **Enable First-Level Extension Dialling**.



Dialling options for callers can then be specified. Refer to the tables contained in Business Hours for information.

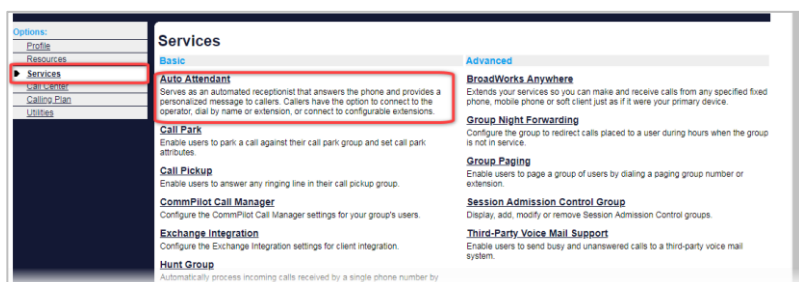
5. Click

SPECIFY A PHONE NUMBER FOR THE AUTO ATTENDANT

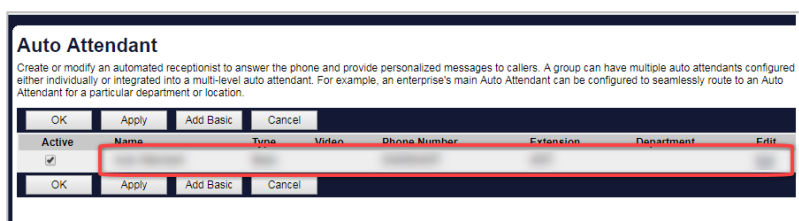
To specify a phone number for an Auto Attendant.

Login to Vocus IP Tel Manager.
On the *Group > Profile* menu page:

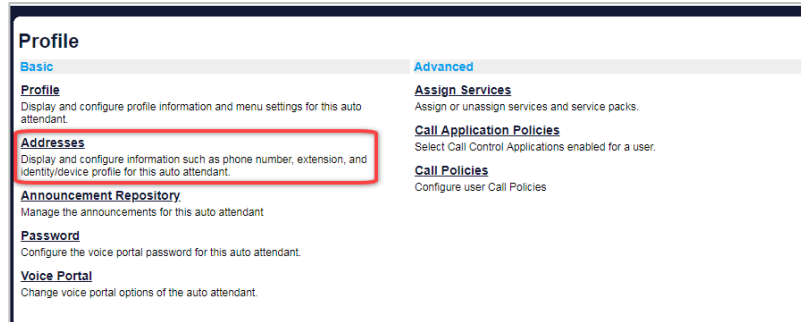
1. Click **Services**.
 2. Click **Auto Attendant**.
- All Auto Attendants are listed.



3. Click required **Auto Attendant**.

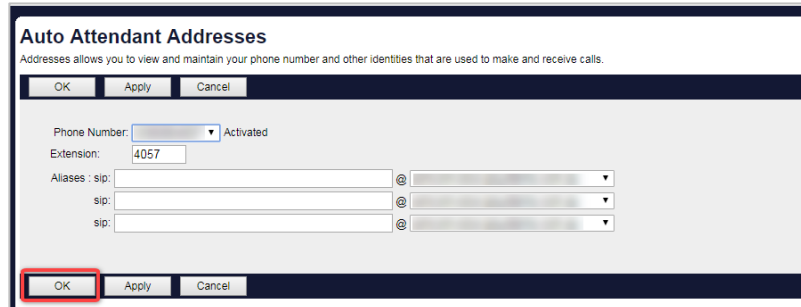


4. Click **Addresses**.



5. From the Phone Number drop-down list select the required number.

6. Click .



RECORD GREETINGS FOR AN AUTO ATTENDANT

Once the Auto Attendant has been finalised and configured in CommPilot the greetings can be recorded from your phone

- > On a phone, press the Messages button.
- > Press *.
- > Enter the Voice Portal extension number followed by #.
- > Enter the Customer Group Administrator pin number.
- > If you have more than one Auto Attendant configured, you will be requested to select the Auto Attendant you want to record the greeting for.
- > Follow the prompts to record a Business hours greeting (as set up in the business hours menu in CommPilot).
- > Follow the prompts to record an Afterhours greeting (as set up in the afterhours menu in CommPilot).