

# Auto Attendant

## Reference Guide

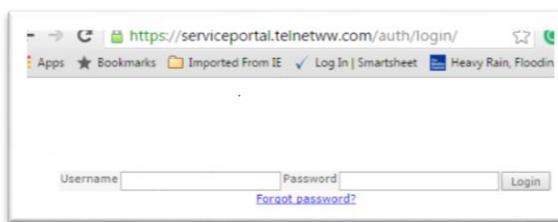


TELNET

### Login

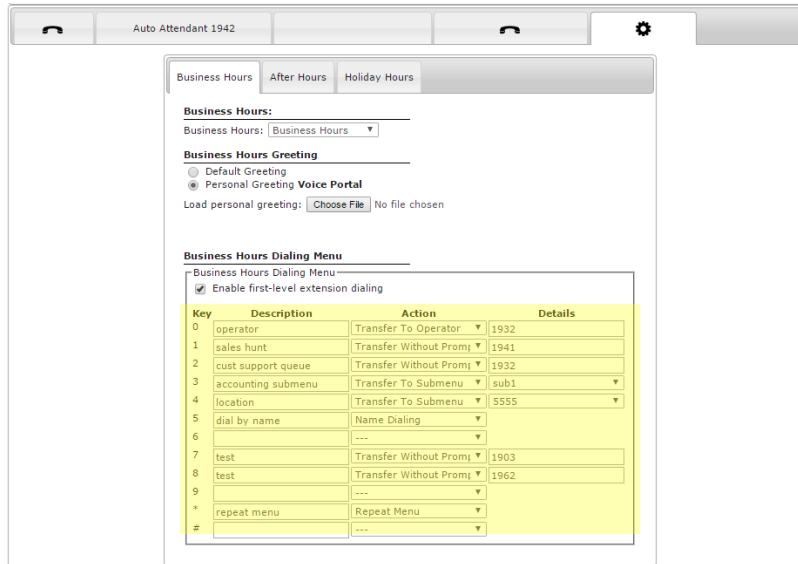
Log in to the Sys Admin Portal to make changes to your Auto Attendant. (Use the credentials TelNet provided with your Sys Admin Guide.)

- 1) Go to <https://serviceportal.telnetww.com>
- 2) Enter your Username and Password (from Sys Admin Guide provided by TelNet).



### Auto Attendant Options

- 1) Scroll down and select the **Auto Attendant** section of the Sys Admin Portal.
- 2) Click on the **Settings** icon to open up options to manage your Auto Attendant Business Hours, After Hours and Holiday Hours routing.



**NOTE:** If you are using the same Auto Attendant 24/7, you only need to fill out the options for Business Hours. If there is a different Auto Attendant for After Hours/Weekends, you will need to create a separate routing menu to drive the change to After Hours.

### Setting up Call Routing

- 1) Fill out the **Description** for the option you would like the caller to press. (If you are giving callers the option to dial their party's extension, place a checkmark by **Enable first-level extension dialing**.)
- 2) Select the **Action** you would like that choice to make:

Action Option Key:	
---	Empty Field
Transfer with prompt	Caller will be told they are being transferred
Transfer without prompt	Transfer will be made transparent to the caller with no message
Transfer to operator	Caller will be transferred to number designated as operator
Transfer to submenu	Caller is routed to another menu level and is presented with additional prompts
Name dialing	Allows caller to enter letters to search and transfer to a specific employee
Extension dialing	Caller can dial extension to connect directly, if extension is known
Repeat menu	Repeat menu options
Exit	Caller will leave system

- 3) Enter the **phone number** or **extension** where a specific option should take the caller in the **Details** field.
- 4) If you are creating a set of different options with a different message for callers for after hours, weekends, etc., select the **After Hours** tab and repeat setting up the menu (steps 1-3) with the After Hours options.
- 5) If you are creating a set of different options with a different message for callers for holidays or special events, select the **Holiday Hours** tab and repeat setting up the menu (steps 1-3) with the Holiday Hours options. The holiday menu is used to automatically toggle to the holiday prompts.

#### Recording Auto Attendant Greetings via Voice Portal

TelNet will complete the initial auto attendant setup using a text-to-speech converter and the greeting you provide your TelNet Project Manager. If you would like to record your own personal greeting, follow these directions for Business Hours, After Hours and Holiday greetings.

#### To change/record auto attendant greeting(s) from a phone that is outside of your group (i.e., mobile phone):

- 1) Record Business, After Hours or Holiday greetings for the auto attendant.
- NOTE:** If you have recorded your greeting elsewhere and have an audio file (.wav or .mp3), you can upload that file above the **Dialing Menu** by selecting **Personal Greeting** and **Choose File** to route to where the file is stored on your computer.
- 2) Dial the voice portal phone number (provided in your Sys Admin Guide).
  - 3) Enter the mailbox id (provided in Sys Admin Guide,) then press **#**. Note this is voice portal extension.
  - 4) Enter your **Voice Portal password** (provided in Sys Admin Guide,) then press **#**.
  - 5) Press **1** to change the auto attendant greeting.
  - 6) Enter auto attendant number followed by **#**. Follow prompts to change and save your auto attendant greeting (Business Hours and After Hours).
  - 7) Call auto attendant number(s) to hear the auto attendant greeting(s).

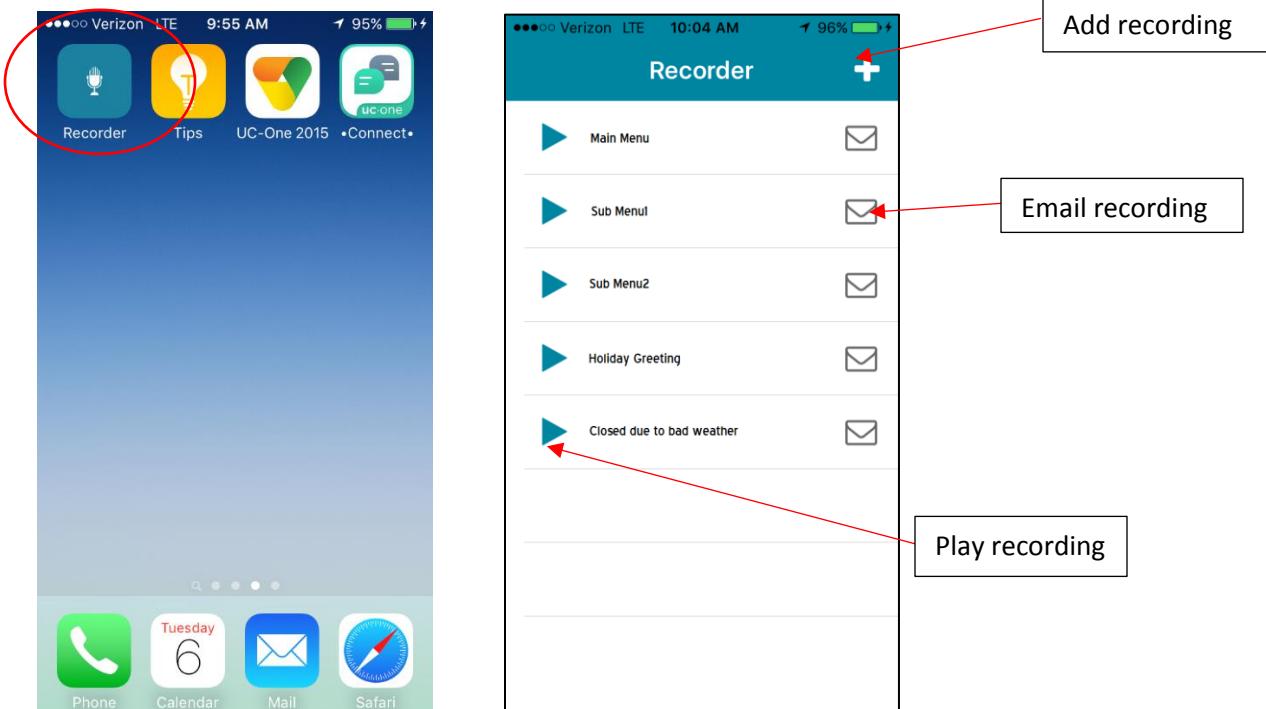
**NOTE:** Voice recordings created via phone (voice portal) are only available for the top level menus. They cannot be used to create submenu greetings. All submenu greetings must be recorded externally and then the audio file can be uploaded within the sys admin portal.

## AUTO ATTENDANT - SAMPLE MESSAGE

**Sample Message:** Thank you for calling if you know your party's extension, please dial it at anytime; if you would like the dial by name directory, please press the pound key. For Sales, press 1. For service, press 2. For parts, press 3. To reach the warehouse, press 4. For directions to our Troy location, press 5. Or to leave a message in the general mailbox, please hold on the line.

### Recording Auto Attendant Greetings via Smartphone App

Auto Attendant greetings can be recorded using 3<sup>rd</sup> party PC or smartphone Apps. Go to Apple App Store or Google Play and download the “BroadSoft Recorder” app. Record and name the greetings, email to PC and then upload greeting within the sys admin portal auto attendant menu.

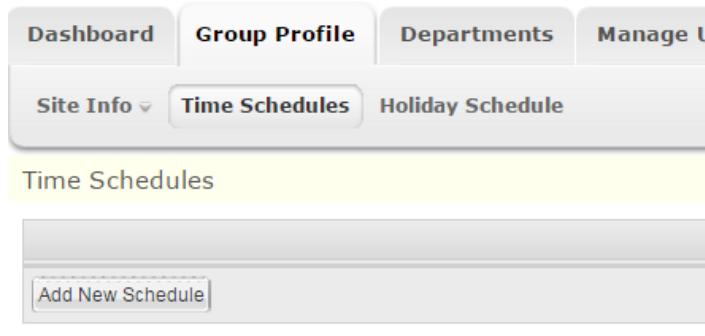


**NOTE:** Not all audio formats are supported. SmartAudioConverter is a PC application that is able to convert any existing audio files that were created using 3<sup>rd</sup> party apps. Make sure to create audio files with the following format:

- .wav
- Format: CCITT u-Law
- Attributes: 8.000 kHz, 8 Bit, Mono, 7 kb/sec

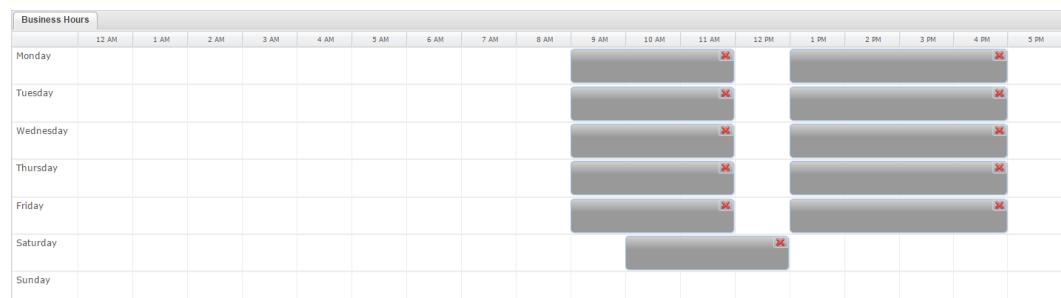
## Setting up call routing for Auto Attendants with After Hours options and Holidays

- 1) In the Sys Admin Portal, select the **Group Profile Tab**.
- 2) Click on **Time Schedules** and select your current schedules OR create a new one by clicking **Add New Schedule**.



- 3) Create a new schedule by clicking and dragging to set your business hours and click **Save**.

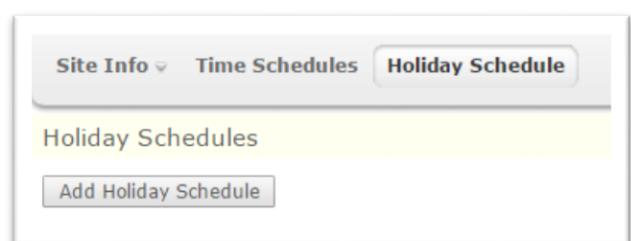
*EXAMPLE: Here we have set up business hours to be Monday through Friday 9am to 5pm with a lunch between 12pm and 1pm, and open Saturday 10am to 1pm. Anything that is colored in will follow the Business Hours auto attendant, anything that is not colored in will follow the After Hours auto attendant.*



*NOTE: if your hours ever change, or you need to adjust the schedule for unexpected closures, meetings, etc., you can simply go back in to the schedule and adjust accordingly or use a Holiday routing option.*

### To set up Holidays in advance:

Simply click on the **Holiday Schedule** button at the top and then **Add Holiday Schedule**.



### Use the following window to add your upcoming holidays.

Edit Holiday Schedule				
*Holiday Schedule Name: <input type="text" value="Holidays"/>				
Holiday	Date Start	Date End	Recurrence	
4th of July	07/04/2016	07/04/2016	Indefinite	
Memorial Day	05/30/2016	05/30/2016	None	
Thanksgiving/Black Friday	11/24/2016	11/25/2016	None	
Vacation	04/18/2016	04/22/2016	None	
Christmas Eve/Day	12/24/2016	12/25/2016	Indefinite	

*NOTE: In the recurrence field you can set it to recur automatically for dates that do not change like Xmas Eve and Xmas Day, 4<sup>th</sup> of July, etc. by selecting **Indefinite Recurrence**.*

## Save your Settings

- After routing has been setup for your Business and After Hours auto attendants, go back to the **Auto Attendant** tab on the main page and click the **Detailed Settings** link below the options window.

The screenshot shows the 'Auto Attendant 1942' configuration page. At the top, there are tabs for 'Business Hours', 'After Hours', and 'Holiday Hours'. The 'Business Hours' tab is selected. Below it, there's a 'Business Hours Greeting' section with a dropdown menu set to 'Business Hours'. Under 'Business Hours Dialing Menu', there's a table with 14 rows, each containing a key (0-9, \*, #), a description, an action, and a details column. A checkbox for 'Enable first-level extension dialing' is checked. At the bottom are 'Save' and 'Cancel' buttons, and a 'Detailed Settings' link which is highlighted with a yellow box.

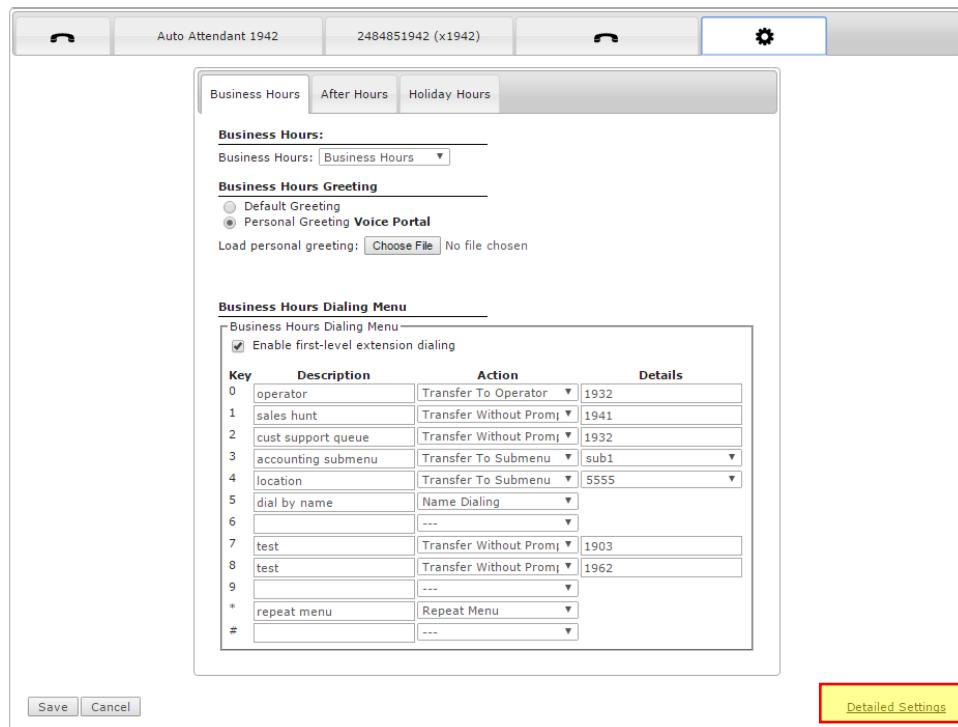
- On the **Detailed Settings** page, in the **Profile** section, select your **Business Hours** schedule from the dropdown menu, as well as any **Holiday Schedule** you may have created. Click **Save**.

The screenshot shows the 'Profile' section of the 'Detailed Settings' page. It includes fields for 'Auto Attendant ID', 'Phone Number', 'Extension', 'Type' (Basic), 'Name' (Auto Attendant), 'Calling Line ID' (Last Name: Attendant, First Name: Auto), 'Department' (None), 'Language' (English), 'Time Zone' (GMT-05:00 (US) Eastern Time), 'Business Hours' (highlighted with a yellow box), and 'Holiday Schedule' (highlighted with a yellow box). Below these are sections for 'Scope of Extension Dialing' (Enterprise, Group, Department), 'Scope of Name Dialing' (Enterprise, Group, Department), and 'Name Dialing Entries' (Last Name + First Name, Last Name + First Name and First Name + Last Name). At the bottom, there are tabs for 'Business Hours' (active) and 'After Hours', followed by a 'Business Hours Greeting' section with 'Default Greeting' and 'Personal Greeting aa.wav' selected, and a note about sending an email to ##mail@example.com##.

Change your settings as needed. You're set to go! Note: Consider using a generic holiday message such as "thank you for calling, we are currently closed for the holiday...". One generic message can be used for all standard holidays.

### To Create Submenus:

- 1) Go back to the **Auto Attendant** tab on the main page and click the **Detailed Settings** link below the options window.



- 2) Press the **Submenus** tab, followed by **Add**.

The screenshot shows the 'Submenus' tab selected in the top navigation bar. Below it, there's a table listing four submenu entries: 5555, sub1, sub2, and sub3. Each entry has an 'Edit' and 'Usage' button. A red box highlights the 'Add' button in the top left corner of the list view.

Name	In Use	Edit	Usage
5555	Yes	Edit	Usage
sub1	Yes	Edit	Usage
sub2	No	Edit	Usage
sub3	No	Edit	Usage

- 3) Enter **Submenu ID**, upload greeting, select desired routing options and then click **Save**.

**Add Auto Attendant Submenu**

\*Submenu ID

Submenu Greeting  
 Default Greeting  
 Personal Greeting

Dialing Menu  
 Enable extension dialing at anytime

Key	Description	Action	Details
0		---	▼
1		---	▼
2		---	▼
3		---	▼
4		---	▼
5		---	▼
6		---	▼
7		---	▼
8		---	▼
9	previous menu	Return to Previous Men	▼
*		---	▼
#		---	▼

Note: Callers who do not press any key after the greeting has been played three times will be forwarded to the operator. If no operator is configured, the call will be terminated.

- 4) To connect the Submenu, go back to main auto attendant and change the action to **Transfer to Submenu** and select the desired submenu name from the pull down list and click **Save**:

The screenshot shows the 'Business Hours' tab selected in the top navigation bar. Below it, there's a section for 'Business Hours Greeting' where 'Personal Greeting Voice Portal' is chosen. Under 'Business Hours Dialing Menu', the 'Enable first-level extension dialing' checkbox is checked. A table lists various keys and their actions:

Key	Description	Action	Details
0	operator	Transfer To Operator	1932
1	sales hunt	Transfer Without Prompt	1941
2	cust support queue	Transfer Without Prompt	1932
3	accounting submenu	Transfer To Submenu	sub1
4	location	Transfer To Submenu	5555
5	dial by name	Name Dialing	5555 sub1 sub2 sub3
6		---	sub2
7	test	Transfer Without Prompt	sub3
8	test	Transfer Without Prompt	1962
9		---	
*	repeat menu	Repeat Menu	
#		---	