



Setting Up...

Auto Attendant

Feature Description

Auto Attendant allows customers to create an automated receptionist with personalized messages to answer the phone or route calls to the appropriate party with features such as dial by name, or dial by number. It is available with the VoiceManager Anywhere package and IP Centrex service.

Solution

Auto Attendant improves customer service by making sure customers reach who they need – when they need them. It also provides an automated way to deliver information to customers such as business hours, directions, and sales promotions.

Setup

Create/Edit an Auto Attendant

1. Log in to VoiceManager MyAccount.
2. Click the VoiceManager Tools menu in the left navigation bar.
3. Click the Call Settings tab.
4. Under the Call Receiving section, click the Auto Attendant link.
5. Click the Add Auto Attendant link.
6. Click the arrow or link for the tab in which you want to create or change settings: General Auto Attendant, options for Business Hours, or options for After Hours.

Create/Edit an Auto Attendant – General Auto Attendant Settings

7. Enter a Name for the Auto Attendant.
8. Click the Phone Number drop-down menu to select which number the Auto Attendant feature is assigned.
9. Enter the specific Auto Attendant Extension of the general phone number to which the caller should be sent, if applicable.
10. Click the Account



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* = Required

General Auto Attendant Settings

* Auto Attendant Name:

* Phone Number: ?

* Auto Attendant Extension: ?

Auto Attendant ID: @coxbusiness.com

Account Number:

Time Zone: (GMT-05:00) (US) Central Time

Allow Extension Dialing Within: ?

Allow Name Dialing Within: ?

Name Dialing Format: Last Name + First Name Last Name + First Name or First Name + Last Name ?

[Hide General Auto Attendant Settings](#)

Number drop-down menu to select the appropriate account to associate to the auto attendant.

If there is more than one business location, there will be multiple accounts from which to choose.

11. Click the Time Zone drop-down menu to select the appropriate time.
12. Choose to allow Dial by Extension or Dial by Name functionality.
13. Click the radio button to select the Name Dialing Format for customers to use.

You will need to provide dialing instructions to callers in your recording.

Create/Edit an Auto Attendant – Business Hours & After Hours

Auto Attendant Menu Options (Business Hours) ?

Regular Schedule: [Add a Regular Schedule](#)

Business Hours Greeting: Default Custom: ?

Enable First-Level Extension Dialing ?

Key	Description	Action	Phone Number:
1	<input type="text" value="Dial by Extension"/>	<input type="text" value="Extension Dialing"/>	<input type="text"/>
2	<input type="text" value="Dial by Name"/>	<input type="text" value="Name Dialing"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>

Provide multiple recordings and menu tree options for callers based on specific schedules.

14. If you do not need a custom schedule, click the drop-down menu and select Every Day, All Day, or provide a specific time period.
15. To build a custom time period, click the Add a Regular Schedule link and enter the required information.

See the Add a Schedule Setup document for detailed instructions.

16. Click either the Default or Custom greeting radio button to designate the messaging desired.



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Select Greeting ✕

Browse for the Auto Attendant greeting you want to use during or after business hours. The file must meet certain size and format standards and will be uploaded when you save your Auto Attendant.

★ = Required

★

Disclaimer

Because you'll be using Cox's VoiceManager custom media service to upload your own content, we wanted to remind you of your responsibility set forth in the Terms of Service (available at <http://ww2.cox.com/aboutus/policies/business->

★ I have read and understand the disclaimer.

- 17. When selecting Custom greetings, click the Select Greetings link.
- 18. Click Browse to add a file.
- 19. Click the checkbox to accept the disclaimer.
- 20. Click the Continue button.

Auto Attendant Menu Options (Business Hours) ?

Regular Schedule:

Business Hours Greeting: Default Custom: ?

Enable First-level Extension Dialing ?

Key	Description	Action	Phone Number:
1	<input type="text" value="Dial by Extension"/>	<input type="text" value="Transfer With Message"/>	<input type="text"/>
2	<input type="text" value="Dial by Name"/>	<input type="text" value="Transfer Without Message"/>	<input type="text"/>
3	<input type="text"/>	<input type="text" value="Transfer to Operator"/>	<input type="text"/>
4	<input type="text"/>	<input type="text" value="Name Dialing"/>	<input type="text"/>
5	<input type="text"/>	<input type="text" value="Extension Dialing"/>	<input type="text"/>
6	<input type="text"/>	<input type="text" value="Repeat Menu"/>	<input type="text"/>
7	<input type="text"/>	<input type="text" value="Exit"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>	<input type="text"/>
0	<input type="text" value="Group Operator"/>	<input type="text"/>	<input type="text"/>
*	<input type="text"/>	<input type="text"/>	<input type="text"/>
#	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Auto Attendant Menu Options (After Hours) ?

- 21. Click Enable First-Level Extension Dialing to allow the caller to dial the desired extension immediately following the greeting without waiting for the next level of audio prompts.
 - 22. Enter an explanation of the menu tree option in the Description field for each number that is listed.
 - 23. Click the Action drop-down menu for each Description entered.
 - 24. Click the action desired.
 - 25. Click the Save and Return button to return to the main screen.
- Result: A message indicates the Auto Attendant settings updated successfully.

Follow steps 14-25 to set the call rules for non-business hours using the Auto Attendant Menu Options (After Hours).



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Turn On Auto Attendant

Call Settings
Auto Attendant ON

Auto Attendant allows you to customize an automated receptionist with greetings that provide a menu of options to assist callers in routing their calls during or after business hours. To turn on this feature, select the "On" checkbox beside the Auto Attendant name.

You can manage your Auto Attendant settings and menus, and even upload a custom audio file. You can only add an Auto Attendant to replace one that has been deleted.

Auto Attendant Licenses: 1

✓ Auto attendant settings updated successfully.

Listing 1 Auto Attendants

On	Name	Phone Number	Ext.	Account Number	Manage
<input checked="" type="checkbox"/>	test	225-213-5945	5945	131203826401	Edit Delete

26. Click the On checkbox next to the Name of the Auto Attendant to activate the feature.

27. Click the Save button.