VoiceManager

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 A	Ittendant			
Call Settings			1.	Log in to VoiceManager MyAccount.
To add or edit general Auto Attendant edit extension and name within the entire group For your Auto Attendant menus, select whic	off gs, specify the name, phone number, account number and time zone. You can allow dialing t or just this account. You must also choose the "Name Dialing Format." h schedule to follow and choose to use either the default or a custom greeting. You must als	ру	2.	Click the VoiceManager Tools menu in the left navigation bar.
specify a description, action and phone nur	mber for your menu.		3.	Click the Call Settings tab.
General Auto Attendant Se Show General Auto Attendant Settings	ttings		4.	Under the Call Receiving section, click the Auto Attendant link.
Show Auto Attendant Menu Options	ns (Business Hours) 🥹		5.	Click the Add Auto Attendant link.
Auto Attendant Menu Options Show Auto Attendant Menu Options	Cancel Save and Return		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 A	ttendant – General Auto Attendant Settir	ngs		
★ = Required			7.	Enter a Name for the
General Auto Attendant Se	ttings		0	Auto Attendant.
* Auto Attendant Name: * Phone Number: * Auto Attendant Extension: Auto Attendant ID: Account Number:	Select Edit Select		0.	Number drop-down menu to select which number the Auto Attendant feature is assigned.
Time Zone:	GMT-05:00) (US) Central Time		9.	Enter the specific Auto
Allow Extension Dialing Within: Gr Allow Name Dialing Within: Gr Name Dialing Format: ©	roup 😧 roup 🚱 Last Name + First Name - C Last Name + First Name or First Name + Last Na	ime 🕑		Attendant Extension of the general phone number to which the caller should be sent, if applicable.
Alide General Auto Attendant Settings			10	
			10.	Click the Account

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= Reau	lired					I menu to select the
		appropriate account				
ener	al Auto Attenda	nt Settings	3			associate to the auto
Auto A	ttendant Name:					attendant.
Phone	Number:	Select		• 8		If there is more than one
Auto A	ttendant Extension:	Edit 🕻	9			business location, there
Auto A	ttendant ID:	@coxbus	iness.com			be multiple accounts from
Accou	nt Number:					which to choose.
Time Z	Cone:	(GMT-05	:00) (US) Central Time		•	11. Click the Time Zone
						drop-down menu to
Allow E	Extension Dialing Within:	Group 😮)			select the appropriat
Allow N	Name Dialing Within:	Group 😯)			time.
Name (Dialing Format:	C Last N	Name + First Name 🔿 L	ast Name + First Name o	or First Name + Last Nar	12. Choose to allow Dial
Hide	General Auto Attendant S	ettings				Extension or Dial by
						Name functionality.
						13. Click the radio butto
						Dialing Format for
						customers to use.
						You will need to provide
						rou will need to provide
						dialing instructions to
reate	e/Edit an Au	to Atter	ndant – Busine	ess Hours & /	After Hours	dialing instructions to callers in your recording
reate	e/Edit an Au	to Atter	ndant – Busine	ess Hours & /	After Hours	dialing instructions to callers in your recording Provide multiple recording
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V			J			J	Auto Attendant
	Se Bron will * = *	lect Greetin wse for the Autorises hours. The be uploaded w Required Disclaimer Because you'n service to uplo of your resp (available at have read	g Attendant greeting you want to use durin ten file must meet certain size and format nen you save your Auto Attendant.	ng or after standard irrowse n media n media Service siness- Cont	x sand	17 18. 19. 20.	 When selecting Custor greetings, click the Select Greetings link. Click Browse to add a file. Click the checkbox to accept the disclaimer. Click the Continue button.
Auto A Regula Busine	Attendant Menu Opf r Schedule: uss Hours Greeting:	Every Day, J © Default © Enable	All Day Add a Regular Sched Custom: First-level Extension Dialing	ule		21.	Click Enable First-Leve Extension Dialing to allow the caller to dial the desired extension immediately following
Key	Description		Action		Phone Number:		the greeting without
1	Dial by Extension		Transfer With Message	•			level of audio promp
3 4 5 6 7 8 9 0 * #	Group Operator		Transfer to Operator Name Dialing Extension Dialing Repeat Menu Exit Image: Image	x x x x x x x x	ſ.	23 24 25 Re the up Fo	 the menu tree option i the Description field for each number that is listed. Click the Action drop- down menu for each Description entered. Click the action desired. Click the Save and Return button to return to the main screen. sult: A message indicate e Auto Attendant settin dated successfully. llow steps 14-25 to set e call rules for non-
 Auto A Show 	Auto Attendant Menu Options Attendant Menu Opti Auto Attendant Menu Options	ions (Af	ter Hours) 🧿		Correct Store and Detu	bu Au Op	siness hours using the ito Attendant Menu ptions (After Hours).



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Auto Attendant

-	Turn On Auto Attendant							
	Call Settings Auto Attendant allows you to customize an automated receptionist with greetings that provide a menu of options to assist callers in routin 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	 26. Click the On checkbox next to the Name of the Auto Attendant to activate the feature. 27. Click the Save button. 						
	On 💌 Name 🔺 Phone Number 👻 Ext. 💌 Account Number 👻 Manage							
	✓ test 225-213-5945 5945 131203826401 Edit Delete Cancel Save							

