TELSTRA IP TELEPHONY CUSTOMER GROUP ADMINISTRATOR AUTO ATTENDANT FEATURE GUIDE

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

An Auto Attendant can be used in a standalone or multilevel configuration. For a standalone configuration, the service can transfer calls to another number, access extension dialling, access name dialling, or connect to the operator.

For a multilevel configuration, one auto attendant functions as the top-level (entry) service. From this level, other auto attendants function at the departmental level. Finally, additional auto attendants can function at the individual user level. Phone numbers in the dialling menu on an upper level lead to the phone numbers for auto attendants at the next level down.

There is an inbuilt system parameter to prevent the infinite Auto Attendant redirection loop (One Auto Attendant to another Auto Attendant)

PLAN, DEFINE, AND TEST YOUR AUTO ATTENDANTS

1. Map out your IVR structure
2. Define one auto attendant for each purpose, i.e. Sales, Finance
3. Before you define an auto attendant, configure the Time Schedule for business hours or a Holiday Schedule for non-business hours
4. Setting the same business hours for all auto attendants simplifies the configuration. Setting different business hours gives more flexibility
5. For custom messages, record the audio files (on the CommPilot Administrator Voice Portal or upload pre-recorded .wav files via CommPilot)
6. Call the auto attendant numbers to test your design

TIPS FOR CONFIGURING AN AUTO ATTENDANT

- Callers who do not press a key are transferred to the operator
- For First-Level Extension Dialling, you are not required to configure a key for extension dialling and you can configure the '1' key (default) for another action
- Internal menus require only an extension
- List menu options in order, to let callers know which key is next. For example, after 'to reach Accounts press 1, to reach Faults, press 2, to reach Service... ' the user knows to press 3 to reach Services. without waiting for the prompt
- List menu options that transfer to the operator last ('… to reach the operator, press 0 or stay on the line')

ADD AN AUTO ATTENDANT

To create a new Auto Attendant use the *Group- Services– Auto Attendant Add* page. From this page, you can configure the greeting and dialling menu for coverage of business hours of the auto attendant.

1. On the *Group – Services* menu page, click **Auto Attendant**
2. Click **Add Basic**
3. Type or select information for the Auto Attendant as described in the following table. An asterisk (*) indicates required data

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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. 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	Determines whether extension dialing applies across the

| INPUT	DESCRIPTION
extension dialing	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.

4. Click **OK** to save your changes

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SPECIFY GREETING FOR BUSINESS HOURS

Use the *Group – Services - Auto Attendant - Menu* page to select the greeting for the auto attendant and to specify the dialling menu of prompts and actions to be used during business hours. An example of a dialling prompt is "Dial 2 to reach Marketing". From this page, you configure the greeting and dialling menu for coverage of the non-business hours of the auto attendant.
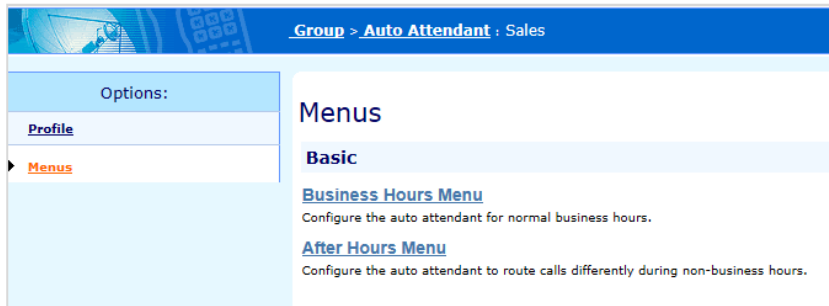
1. Select **Business Hours Menu**
2. Select the **Business Hours Greeting**:
   Select **Default Greeting** to play a generic system recording that does not identify your company by name.
   Or
   Select **Personal Greeting** to play a custom recording. Type the path and file name of a .WAV file with your greeting in the Browse for a new audio greeting text box, or click Browse to select a file on your computer
3. Check the box to **Enable First-Level Extension Dialling**.
   Enabling this feature is more convenient for callers who know the extension of the person they want to reach.
   After the Welcome message, 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
4. Specify the dialling options for callers, using the following options:

OPTIONS	DESCRIPTION
Key	List of the keys on a telephone keypad to which you assign actions.
Description	Optional description of the menu option.
Action	A drop-down list of actions (required data). Options available: - 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 following table.

KEY	DESCRIPTION	ACTION	PROMPT AND OUTCOME
0	Group operator	Transfer to operator	"Please wait while your call is transferred to the operator." 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	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,

KEY	DESCRIPTION	ACTION	PROMPT AND OUTCOME
			please try again later, thank you".
2	Accounting	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".
3	Name dialing	None	Access to name dialing is provided.
4	Extension dialing	None	Access to extension dialing is provided.
5	Leave a Message	Transfer to Mailbox	Prompts the user for an extension and transfers the user to voice mailbox of the dialled extension
6	Listen to current outage information	Play Announcement	Plays a recorded message and then returns to the current Auto Attendant menu.
7	Repeat menu	None	Menu greeting is played.
8	End Call	Exit	"Thanks you for Calling" and call will be released.
---	(Indicates no action has been selected.)	Not applicable	Menu greeting is played.

5. Click **OK** to save your changes

SPECIFY GREETING FOR AFTER HOURS

Use the After Hours Menu page to 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."

1. Click a button to select the greeting:

   Select "Default Greeting" to play a generic system recording that does not identify your company by name

   Select "Personal Greeting" to play a custom recording. Type the path and file name of a .WAV file with your greeting in the Browse for a new audio greeting text box, or click Browse to select a file on your computer. If your Auto Attendant has video support enabled, you can also type the path and file name of a .MOV file with your greeting in the Browse for a new video greeting text box, or click Browse to select a file on your computer.

2. Specify the menu **options** for callers
   Options for callers include the ability to dial an extension immediately after the Welcome message, reach the operator, reach company employees by extension, or search for company employees by name.

3. Click the button to **Enable First-Level Extension Dialing**.
   Enabling this feature is more convenient for callers who know the extension of the person they want to reach.
   After the Welcome message, 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.

4. Specify the dialling options for callers, using the following options

OPTIONS	DESCRIPTION
Key	List of the keys on a telephone keypad to which you assign actions.
Description	Optional description of the menu option.
Action	A drop-down list of actions (required data). Options available: - 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.

For example, a default greeting might include these options:

KEY	DESCRIPTION	ACTION	PROMPT AND OUTCOME
0	Group operator	Transfer to operator	"Please wait while your call is transferred to the operator." 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	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".
2	Accounting	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".
3	Name dialing	None	Access to name dialling is provided.
4	Extension dialing	None	Access to extension dialling is provided.
5	End call	"Thank you	Call is released.

KEY	DESCRIPTION	ACTION	PROMPT AND OUTCOME
		for calling."	
6	Repeat menu	None	Menu greeting is played.
	--- (Indicates no action has been selected.)	Not applicable	Menu greeting is played.
0	Group operator	Transfer to operator	"Please wait while your call is transferred to the operator." 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".

5. Save your changes. Click **OK**

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SPECIFY A PHONE NUMBER FOR THE AUTO ATTENDANT

Use the *Group- Services-Auto Attendant-Profile- Addresses Menu* page to specify a phone number for the Auto Attendant.

1. On the *Group – Services menu* page, click **Auto Attendant**
2. Click **Edit** or any item on the row for the auto attendant
3. Click **Addresses**
4. Click on the drop down arrow and select a phone number, the Extension field automatically populates
5. Click **OK** to save your changes.

LIST AND ACTIVATE OR DEACTIVATE AUTO ATTENDANTS

To view a list of Auto Attendants that are currently configured for your group, use the Group-Services – Auto Attendant page. On this page, you can also activate or deactivate current auto attendants and add, modify, or delete an auto attendant.

1. On the *Group – Services* menu page
2. Click **Auto Attendant**
3. To activate or deactivate an Auto Attendant, check or uncheck the Active box
4. Save your changes, click **Apply** or **OK**

TO DELETE AN AUTO ATTENDANT

1. On the *Group – Services* menu page, click **Auto Attendant**
2. Click **Edit** or any item on the row for the auto attendant.
3. To delete the auto attendant, click **Profile** and choose **Delete**

TO RE-RECORD GREETINGS FOR AN AUTO ATTENDANT

1. On the phone, press the **Messages** button
2. Press *
3. Enter the Voice Portal extension number followed by **#**
4. Enter the Customer Group Administrator pin number (this is usually the same as the Voice Portal pin number unless it has been changed)
5. 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
6. Follow the prompts to record a Business hours greeting (as set up in the business hours menu in CommPilot)
7. Follow the prompts to record an Afterhours greeting (as set up in the afterhours menu in CommPilot)