

TouchTone Quick Start Guide for Setting Up Your Auto Attendant

The Auto Attendant feature allows you to automatically greet callers and direct them to the right person by simply pressing a button (for example: For Sales, press 1; For Support, press 2).

If at any time an incoming call to your main line is not answered, the call will be sent to your auto attendant greeting. There are several options you can choose from:

- Extension dialing (e.g. "If you know your party's extension you may dial it at any time.")
- Dial by name directory (e.g. "For our dial by name directory, please press 1".)
- Transfer to an extension or a hunt group (e.g. "Press 1 for sales, and 2 for billing;" or "Press 1 for Bob Smith, press 2 for Susan Love.")
- Repeat the menu (e.g. "If you'd like to hear these options again, please press 9.")

You can configure as many options as you would like, using the 0-9 keys.

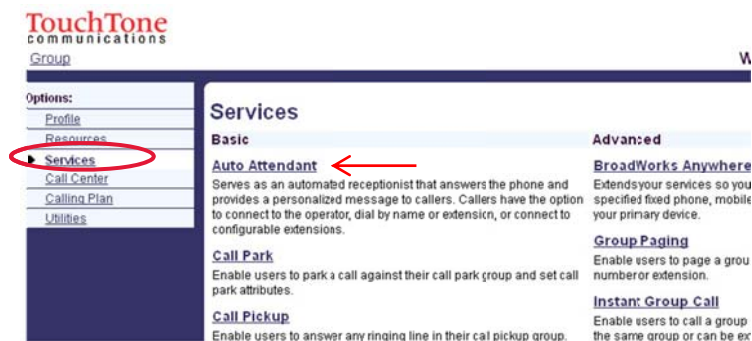
Please Note: You must be an account administrator in order to make changes to the Auto Attendant.

To Record Your Auto Attendant Greeting from Your Phone:

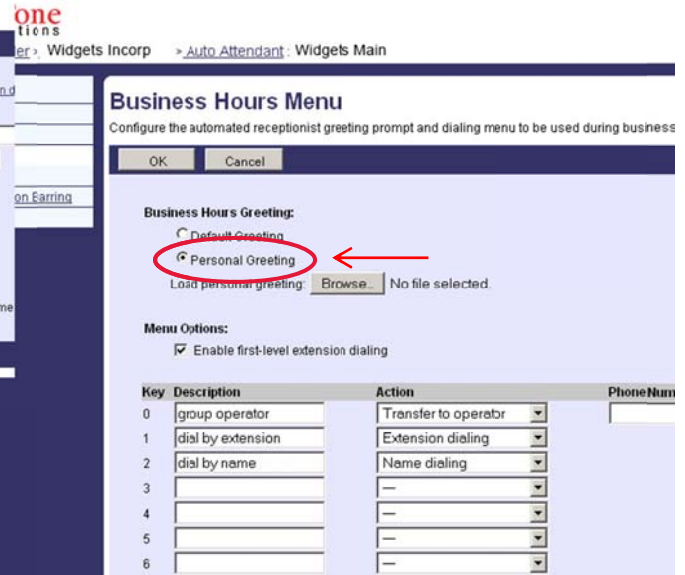
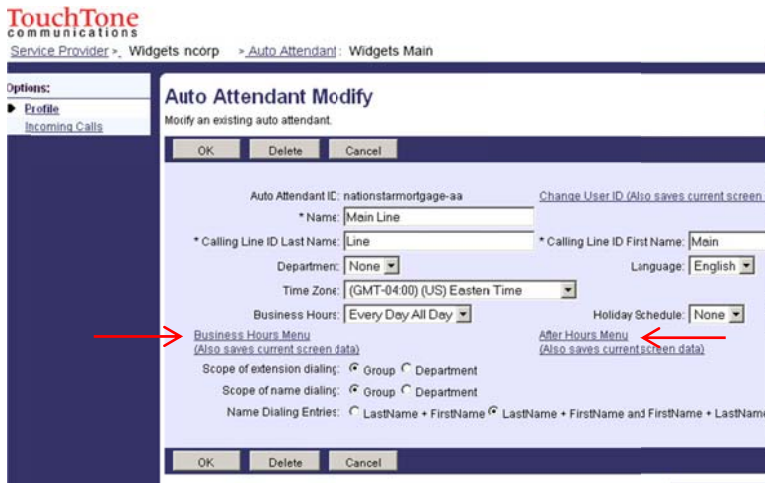
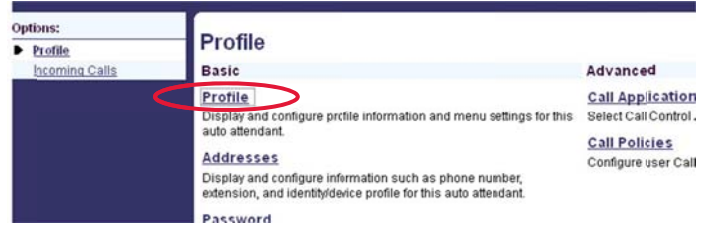
1. Press the **Voicemail** key. When prompted, press the * key to access another mailbox.
2. Enter your **Voice Portal Extension**.
3. Enter your **Voice Portal Password**, followed by the # key.
4. **Press 1** to record or change the Business Hours Greeting. You do not need to record an After Hours Greeting.
5. Listen to the new greeting and accept if satisfied.

To Upload a Pre-Recorded Greeting:

1. Log into the Business VoIP Web Portal using your admin credentials.
 2. From the Group level, under **Options**, click on **Services**.
 3. Click on **Auto Attendant**. (See Figure 1A)
 4. **Find the Auto Attendant** you wish to upload a pre-recorded greeting to and click **Edit**.
- (You can only add greetings to already existing Auto Attendants. If you do not see an Auto Attendant listed, it means one has not been setup for you. Please call Business Support to add a new Auto Attendant.)



5. Click **Profile**. (See Figure 1B)
6. Click on the Hours you would like to upload your greeting for (**choose either Business Hours Menu OR After Hours Menu**). (See Figure 1C)
7. Then click **Personal Greeting**. (See Figure 1D)
8. Click **Browse**. Upload your file.
9. Click **OK**.



Example Auto Attendant Scripts

Main Menu Script:

Thank you for calling, [Business Name]. Please listen carefully to the following menu. If you know your party's extension you may dial it at any time. For a dial by name directory press the star key, or, press 0 to be connected to the operator.

Press 1 to speak with [Employee or Department Name]

Press 2 to speak with [Employee or Department Name]

After Hours Script:

Thank you for calling the [Business Name]. Our normal hours of operation are Monday – Friday from 9:00 am - 5:00 pm eastern standard time. If this is an emergency, you may reach our After Hours Support Team at 1-800-555-5555. Otherwise, please leave us a detailed message and we will return your call during business hours. You may also visit us online at www.site.com.