



Auto Attendant

Overview

The Auto Attendant serves as a receptionist that answers the phone and routes calls to various destinations, employees within your company, and specific groups of employees, voicemail, or other outside numbers. They provide callers with your company greeting and dialing menu options. Each Auto Attendant can be assigned a DID and/or extension for identification and setup purposes.

The Auto Attendant has three modes – one for business hours, one for after hours, and one for holidays. Each mode allows administrators to setup options 0-9, 0, and * to present callers with different options from which to select.

- To route callers to another set or branch of options, configure sub-menus within the Auto Attendant.
- To route calls based on the time of day (e.g. after hours versus traditional business hours), configure an Auto Attendant schedule. To identify the dates of holidays your company recognizes, configure a company holiday schedule. On designated holidays the Holiday greeting and menu dialing options are played to callers.
- If a unique message is required, greetings may be uploaded to the Announcement Repository as a .wav file or recorded from the Voice Portal.
 - For instructions on how to record your Auto-Attendant greetings from the Voice Portal, please reference the Voice Portal Quick Reference Guide.
 - All greetings must be formatted as CCITT u-Law (8000Hz), 8-bit Mono, 16KHz with a maximum file size of 2,000KB or about 4 minutes of recording.

The Auto Attendant uses two schedules – a "business hours" and "holiday" schedule – to determine whether to apply Auto Attendant options defined for the business hours mode, after-hours mode, or holiday mode. To learn how to manage the Auto Attendant's Time Schedules, please reference the Schedule Guide Reference Guide.

- To run the same greeting at all times of the day (i.e. one mode 24x7), select **Every Day All Day** as your business hours schedule and configure the desired option within the **Business Hours Menu**.

Group administrators can fully configure the Auto Attendant to meet the specific needs of their organization. Configurable options include: