

Configuring Advanced Auto Attendant - Advanced Options

In order to configure the advanced settings for your Advanced Auto Attendant, click on the Advanced tab and define the default handling for each key press. These actions will be available to callers in all menus unless you assign an alternative action to the key in the per menu configuration.

Line Status

Main Schedule Menus Announcements Extensions Advanced

Default keys Error handling Other settings

Apply

Cancel

This page allows you to configure default actions for each key a caller can press.

These actions will be available to callers for all menus, unless you select an alternative action for the key when configuring a specific menu.

1	Transfer to Phone	038
2	Do Nothing	
3	Do Nothing	
4	Transfer to Voicemail	317
5	Do Nothing	
6	Do Nothing	
7	Do Nothing	
8	Do Nothing	
9	Do Nothing	
0	Do Nothing	
#	Replay Menu	
*	Return to Previous Menu	

Next, click on the Error Handling link and set the value and behaviour for Timeout, Call Transfers, Unknown Input and Invalid Extensions.

Line Status

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Apply

Cancel

Timeout

Menus time out if a caller doesn't press a key within seconds.

After menu timeouts:

Call Transfer

Ring:

If a call transfer fails:

Invalid Extension

If the caller dials an invalid extension times:

Unknown Input

If the caller selects an unassigned key times:

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