

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

MainScheduleMenusAnnouncementsExtensionsAdvanced

Default keysError handlingOther settings

ApplyCancel

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

2

Do Nothing

3

Do Nothing

4

Transfer to Voicemail

5

Do Nothing

6

Do Nothing

7

Do Nothing

8

Do Nothing

9

Do Nothing

0

Do Nothing

#

Replay Menu

*

Return to Previous Menu

038

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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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ApplyCancel

Timeout

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

6

 seconds.

After

3

 menu timeouts:

System announcement then hang up

Call Transfer

Ring: for

60 seconds

If a call transfer fails:

Hang up the call

Invalid Extension

If the caller dials an invalid extension

3

 times:

Replay Menu

Unknown Input

If the caller selects an unassigned key

3

 times:

System announcement then hang up

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