

Configuring Advanced Auto Attendant Menus

Next you will need to set up your Advanced Auto Attendant menu options. By default, there are two menus defined in Advanced Auto Attendant. These could be used as your main business hours menu and your main non-business hours menu. You can add additional menus as required by clicking the Add button.

Line Status

Line Status

Main Schedule **Menus** Announcements Extensions Advanced

Add New Menu Delete Apply Cancel

Menus

Search for...
Closed
Main Menu

General **Keys** Timeout References

Name Main Menu

Description This is the main menu

Menu announcement New Menu

Begin to configure your menu by providing a name and description and selecting the Menu announcement to be used by this menu, and then click Apply.

Next you will need to configure the action for each key pressed for your menu by selecting the Keys link and then selecting an option using the dropdown menus for each key pressed in the menu.

Line Status

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Main Schedule **Menus** Announcements Extensions Advanced

Add New Menu Delete Apply Cancel

Menus

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Main Menu

General **Keys** Timeout References

1 Transfer to Phone 040

2 Transfer to Phone 042

3 Use Default 041

4 **Transfer to Phone** 040

5 Transfer to Voicemail Do Nothing

6 Dial by Extension Do Nothing

7 Dial by Name 044

8 Voicemail by Extension Do Nothing

9 Voicemail by Name Do Nothing

0 Intercept Mailbox Do Nothing

Go to Menu Do Nothing

* Return to Previous Menu Do Nothing

Replay Menu Do Nothing

Announcement - Return Do Nothing

Announcement - Hang up Do Nothing

Hang up Do Nothing

The options available for each key are as follows:

- Use Default (This option is default for all keys for new menus)
- Transfer to Phone
- Transfer to Voicemail
- Dial by Extension - including whether an announcement is automatically played giving initial instructions when this key is pressed, or whether these instructions must be recorded by the subscriber in the menu announcement
- Dial by Name
- Voicemail by Extension
- Voicemail by Name
- Intercept mailbox
- Go to Menu
- Return to Previous Menu
- Replay Menu
- Announcement - Return
- Announcement - Hang up
- Hang up

Next, you will need to configure the timeout behaviour of your menu to address callers that do not press a key in this menu. Enter the timeout duration and the timeout behaviour from the dropdown list as seen below and click Apply.

Line Status

Main	Schedule	Menus	Announcements	Extensions	Advanced
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Add New MenuDelete

ApplyCancel

Menus

GeneralKeysTimeoutReferences

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Main Menu

☒ Override timeout behaviour.

Set timeout period to 3 seconds.

After the timeout expires, perform the following action

Go to Menu

Main Menu

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