

Standard Auto Attendant

Standard Auto Attendant offers a very simple automated telephone menu.

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Overview

Standard Auto Attendant offers a very simple automated telephone menu.

Callers to a business are directed to the automated TUI, providing key options to transfer to specific departments or individuals in the business, to transfer to a voicemail account directly, or to listen to a recorded announcement.

You can choose to either have a single menu that plays when your Standard Auto Attendant is turned on, or two different menus for business and non-business hours that are used according to a pre-defined schedule.

When the Standard Auto Attendant is turned off, you can either forward callers to another telephone number or play a message informing the caller that your business is currently closed.

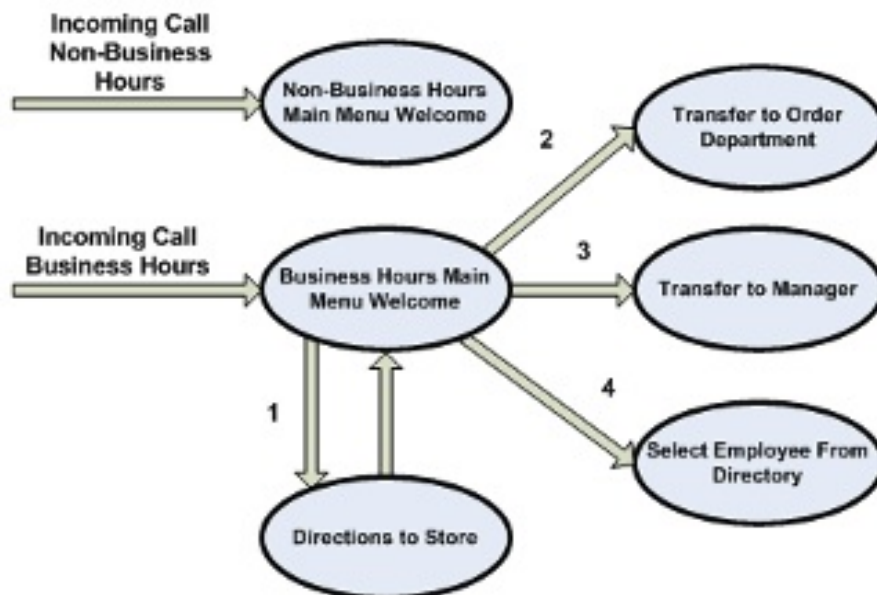
Planning your Standard Auto Attendant

Before you start to set up your Standard Auto Attendant, it is a good idea to sketch out the operation of each menu on paper. This allows you to plan what options you need from the menu and how each one will operate.

For example, the main menu for a pizza company may need to include the following options:

1. Play an announcement giving directions to the store, then return to the main menu so that the user can select another option.
2. Place an order with a server.
3. Speak to the manager.
4. Speak to another employee using dial-by-name.

The diagram below shows how this menu would operate, including the key presses to access each option:



In the diagram, option 1 (directions to the store) is shown with an arrow returning to the main Welcome menu so that the caller can select another option if required. This is because this option is playing a recording. The other options do not allow the return to the menu.

For out-of-hours and holiday operation, Standard Auto Attendant may provide an announcement that the store is closed (without allowing the caller to select any options), or it may provide an alternative set of menu options.

Logging on to a Standard Auto Attendant

To configure your Standard Auto Attendant, you will first need to log into the Standard Auto Attendant, following these steps:

From the [BG Administrator](#) portal, select Lines and then click the Individual Line icon on the far right side of the page. As an alternative, you can access the [CommPortal](#) user login screen and enter the Standard Auto Attendant Number and Password.

If this is the first time you have logged in, or if no Standard Auto Attendant configuration has yet been set up, you will see a Welcome screen.

Welcome to Easy Attendant

Easy Attendant answers your calls and plays an automated menu with options that you define. To start using the service please select from the following two options:

- ☐ **Use a Schedule**
Different options during business hours and non-business hours.
- ☐ **Use a Simple Menu**
Same options at all times.

Note: you can switch between these options later if your requirements change.

Continue...

Use the radio buttons to select either a scheduled menu for business hours and non-business hours or a simple menu that will be played whenever Standard Auto Attendant is turned on, and press **Continue**. (You can change this later if you need to.)

The screen then displays the Standard Auto Attendant

This screen enables you to:

- turn your Standard Auto Attendant on and off (Standard Auto Attendant must be turned off while you are configuring it)
- configure your Standard Auto Attendant menus
- set the Schedule, if you are using different menus for business hours and non-business hours.

If you selected to use a single menu, this screen will have a single Standard Auto Attendant Menu tab.

Line Status

Main

Schedule

Business Hours Menu

Non-Business Hours Menu


Extensions

Turn ON

Your Easy Attendant is currently off and callers will be told that this number is unreachable.


Schedule

Configure your business hours




Business Hours Menu


Configure the menu your callers will hear during business hours.



Non-Business Hours Menu

Configure the menu your callers will hear during non-business hours.





Switch to using a single menu

Stop using your schedule - callers will always hear the same menu.

Configuring Standard Auto Attendant Menus and Schedules

You should now begin configuring your Standard Auto Attendant menu(s) and schedules.

Select either the Business Hours Menu tab or, if you are using a single menu, the Standard Auto Attendant Menu tab.

First, set up your Standard Auto Attendant by recording the initial greeting.

If you are using the Dial By Extension option, you should ensure that this initial greeting includes the option for a caller to dial an extension immediately if they know the extension number of the person or department they want to reach.

Line Status

MainScheduleBusiness Hours MenuNon-Business Hours MenuExtensions

ApplyCancel

Assign functions to each key on the caller's phone

1

Unassigned

⌵

2

Unassigned

⌵

3

Unassigned

⌵

4

Unassigned

⌵

5

Unassigned

⌵

6

Unassigned

⌵

7

Unassigned

⌵

8

Unassigned

⌵

9

Unassigned

⌵

0

Unassigned

⌵

Record initial greeting

This announcement will welcome your callers, and tell them what options they can choose from. These should match the options you have configured in the panel to the left.

e.g. "Welcome to Bob's Tyres. Press 1 for ..." ([see full example](#))

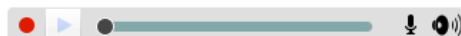
record

Select the record option on the lower right of the screen. This launches the announcement recorder, where you can either record an announcement, or upload a pre-recorded announcement.

Initial Greeting

▼ Record / Play Announcement

00:00 / 00:00 ⚠



If your computer does not have a microphone, click [here](#).

► Upload announcement

Add

Cancel

Once you have recorded or uploaded your initial greeting, you can return to the Menu tab.

Now you are ready to define the specific menu items as defined in your plan to one of the following options.

- Play Announcement
- Transfer to Phone
- Transfer to Voicemail
- Dial by Extension
- Dial by Name

If you are using a different menu for non-business hours, you should now set up the initial recording and configure the menu options on the Non-Business Hours Menu tab.

Next you will need to establish your working hours by selecting the Schedule Once in the Schedule screen, click on the Business Hours key and then click in the calendar and while holding down the left mouse button drag the mouse across the calendar to indicate the business hours. In the example below, the business hours are Monday – Friday from 9:00 am until 5:00 pm. Any other time are considered non-working hours.

Line Status

MainScheduleBusiness Hours MenuNon-Business Hours MenuExtensions

ApplyCancel

Configure your business hours by clicking on the appropriate cells in the grid. Click and drag to select multiple cells.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
01:00							
02:00							
03:00							
04:00							
05:00							
06:00							
07:00							
08:00							
09:00							
10:00							
11:00							
12:00							
13:00							
14:00							
15:00							
16:00							
17:00							
18:00							
19:00							
20:00							
21:00							
22:00							
23:00							

Zoom In

Key:

Business Hours

Non-Business Hours

Special Days

Configure days when your normal weekly schedule does not apply, for example holidays. On these days, your non-business hours menu will be played all day.

Next you will need to select any non-working days such as holidays by clicking on the calendar icon in the Special Days section of the Schedule page. You can choose individual non-working days by clicking on the date in the calendar, or you can use the Choose Public Holidays option to automatically add public holidays for your region.

Configure days that will be your special days.

During special days, your Non-Business Hours menu will be active.

Click a date on the calendar to make it a special day, or click an existing special day to make it normal again. You can also click and drag to change several days at once.

March 2020

April 2020

May 2020

Mon Tue Wed Thu Fri Sat Sun

Mon Tue Wed Thu Fri Sat Sun

Mon Tue Wed Thu Fri Sat Sun

1

1 2 3 4 5

1 2 3

2 3 4 5 6 7 8

6 7 8 9 10 11 12

4 5 6 7 8 9 10

9 10 11 12 13 14 15

13 14 15 16 17 18 19

11 12 13 14 15 16 17

16 17 18 19 20 21 22

20 21 22 23 24 25 26

18 19 20 21 22 23 24

23 24 25 26 27 28 29

27 28 29 30

25 26 27 28 29 30 31

30 31

Go To Today

Clear All

Add Public Holidays

OK

Cancel

Configuring Your Standard Auto Attendant Extensions

If you will be using "Dial by Name", then you will need to define which extensions will participate in dial by name and record the names of users in the extensions tab. Additionally, if you want to use the Dial By Extension option, you must configure it here.

Line Status

MainScheduleBusiness Hours MenuNon-Business Hours MenuExtensions

Business Group ExtensionsAdditional Extensions

Include SelectedExclude Selected

Include All LinesExclude All Lines

Search for an entry by extension, name or telephone number...

<input type="checkbox"/>	Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>		ACD Supervisor	01132990032	None	✓	record
<input type="checkbox"/>		Premium Attend...	08000247247	None	✓	record
<input type="checkbox"/>		Cloud IVR	08000247365	None	✓	record
<input type="checkbox"/>	038	Test Demo	01132990038	None	✓	record
<input type="checkbox"/>	039	All Users	01132990039	None	✓	record
<input type="checkbox"/>	040	Sales	01132990040	None	✓	record

New Business Group Extensions will be automatically included
Callers are allowed to dial by extension only after selecting the "Dial by Extension" menu option

Clicking on the **Callers are allowed to dial by extension only after selecting the "Dial by Extension" menu option** link at the foot of the screen will give you the option to choose between **At any time** and **Only after selecting the "Dial by Extension" menu option**.

At any time: This means that callers can dial an extension at any point in the Standard Auto Attendant menu and not just on a Dial by Extension menu option. Selecting this will now change the link to **Callers are allowed to dial by extension at any time**.

Dial by Extension

Decide whether callers are allowed to dial by extension at any time or only after selecting a "Dial by Extension" menu option.

If you enable this feature you will need to include instructions in your initial greeting to advise your callers.

For example: "If you know the extension of the person you are trying to reach, you can dial it at any time."

WARNING: Enabling this feature will mean that callers to the TUI will not be able to navigate through several menus at once by pressing a series of keys one after the other.:

- ☐ At any time.
- ☒ Only after selecting "Dial by Extension" menu option.

ApplyCancel

If you want to restrict dial by extension to Dial by Extension menu options select. **Only after selecting "Dial by Extension" menu option**. and click Apply. It will now display that **Callers are allowed to dial by extension only after selecting "Dial by Extension" menu option**.

To include or exclude an extension from dial by name, select the extension(s) by ticking the checkbox on the left of each extension and then click either Include Selected or Exclude Selected.

To record the user's name click on the **record** link for the user. If a name has already been recorded, this link will display

listen/change.

To record names to be used for dial by name, click the record icon. If the spoken name has already been created, the screen will show listen/change rather than record, and you can click [this link](#) to hear the existing recording and change it if you need to.

Use this recording interface to record the name or upload a spoken name recording, and click the Save

Activating a Standard Auto Attendant

The final step in this process is to activate your Standard Auto Attendant by clicking the Turn On button from the Main Tab. Your Standard Auto Attendant is now active.

Line Status

Main

Schedule

Business Hours Menu

Non-Business Hours Menu

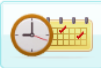
Extensions

Turn OFF

Your Easy Attendant is currently on.


Schedule

Configure your business hours



Business Hours Menu

Configure the menu your callers will hear during business hours. (IN USE)



Non-Business Hours Menu

Configure the menu your callers will hear during non-business hours.

