

# Auto Attendant User Guide

Auto Attendant provides your site with a customised announcement to welcome callers and direct them to the appropriate department automatically. Each menu level 0-9 requires an Auto Attendant licence.

### Process

- 1) Define the structure of your Auto Attendant and time profiles.
- 2) Create an Auto Attendant using the WemTel portal for each menu and Sub-menu.
- 3) If you prefer, the first level can be set with extension dialling "On" so that users hear e.g. "Welcome to *Company*. If you know the extension of the person you wish to reach, please dial it now. To use the automated Dial-by-Name directory, please press 2. For Support press 3, or for Admin press 4. To reach an operator, please stay on the line or dial 0 at any time".
- 4) Record your custom messages in the appropriate format by leaving messages on a user's voice mailbox and set them to send via email as an attachment which you can then upload using the web interface.

### Define Main Line Auto Attendant

- 1) On the Group home page of the web interface, click Services. Click Auto Attendant. Then click Add. The Auto Attendant Add page appears.
- 2) From the Phone Number List, select the entire main number. The extension appears in the Extension box.
- 3) Select the appropriate language.
- 4) Select from the Business Hours List.
- 5) Select the appropriate Holiday Schedule.
- 6) On the Name Dialing Entries section, select "LastName+FirstName and FirstName+LastName".

- 7) Click OK. The Business Hours Menu page appears.

### Set Business Hours Menu

- 1) Click 'Personal Greeting' and browse to upload your custom greeting file.
- 2) If you wish to allow users to be able to dial an extension directly, enable the "Allow callers to dial extension immediately after greeting" box.
- 3) Configure the appropriate actions for each option.
- 4) Click OK.

Key	Description	Action	Number
0	Group Operator	Transfer to Operator	400
1	Dial by Extension	Extension Dialling	
2	Dial by Name	Name Dialling	
3	Support Line	Transfer with prompt	403
4	Administration	Transfer with prompt	404
#	Repeat	Repeat menu	

### Create an After Hours Menu

- 1) Click "Default Greeting".
- 2) Check the Enable first-level extension dialing box to allow callers to dial an extension immediately after hearing the default greeting.
- 3) Do not configure the menu on the After Hours page. The default greeting is played and the default key configurations for keys 0, 1, and 2 are used, as follows:

Key	Description	Action	Number
0	Group Operator	Transfer to Operator	4000
1	Dial by Extension	Extension Dialling	
2	Dial by Name	Name Dialling	