Auto Attendant User Guide

Specifications subject to change without notice. Facilities described may or may not be supported by

your network.

This documentation refers to software version 14.183 for hardware systems and 15.011 for cloud PBX. Revision 2. DM 851

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Auto-Attendant User Guide

The MDS Amiba Cloud PBX and the Opera range of hardware PBX's offer an Auto-Attendant to handle and route incoming calls in a professional manner without the intervention of an operator.

The system contains 100 Interactive Voice Response (IVR) messages that together comprise the Auto-Attendant system. Each message contains a number of parameters that provide the flexibility to allow a wide number of Auto-Attendant configurations to be programmed.



Message

In the column Message, a unique message name can be assigned to each of the 100 messages.

Duration

Duration is the length of the message in hh:mm:ss format.

Controls

Controls allow you to play, delete or record an announcement.

Number

This is a unique message number which is used to programme when the message is triggered. This is done on the ringing assignment page.

Delay Timer

This is a programmable delay that can be inserted before the message starts playing.

Ring Assigned Users

Allows you to ring assigned extensions during the playing of the message. The extensions are programmed on the ringing assignment page.

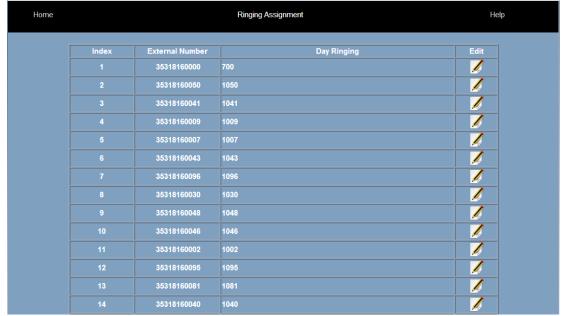
Digit Assignment

This link opens the digit assignment page which allows you to program the response of the system to digits dialled by a caller.

More details on some of the programming of some of these parameters are given below.

2. Assigning an Auto-Attendant message to answer an incoming call

Press the Ringing Assignment Link in the External Numbers section of the home main page. This will display a list of external numbers and their ringing assignments



Click on the Edit button for an External Number to program the handling of incoming calls for

that number.



To use an Auto-Attendant message to answer calls to this number, click on the + sign beneath 'Select Auto-Attendant' and select an Auto-Attendant message from the list:



Now click the green tick on the Ringing Assignment page to confirm the selection. Incoming callers to this number will now hear the Auto-Attendant message that you have selected.

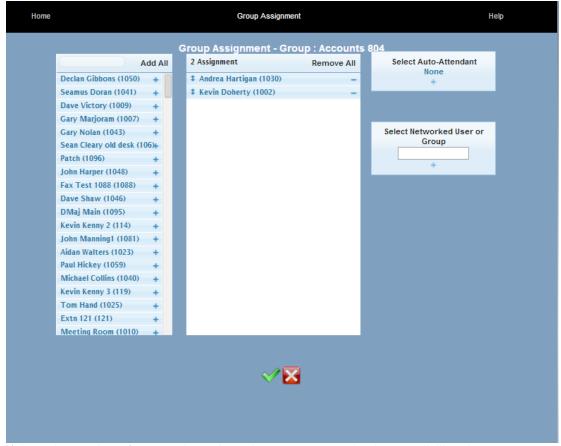
You can add users or groups to the ringing assignment by dragging and dropping them from the left column into the centre column and pressing the green tick.

When the ringing assignment contains both users and an Auto-Attendant announcement, the users will ring for a defined period of time (See 'Delay Timer' below) before the call is answered by the Auto-Attendant message.

Note:- If you programme an Auto-Attendant message but no users in the ringing assignment, the incoming call is answered **immediately** by the message.

Assigning an Auto-Attendant message to a Group

You can assign an Auto-Attendant message to a particular work group in the same way by going to the Group Assignment page in the Group Settings section of the main page.



If the only member of a group is an Attendant message code, then on dialling that group number, the caller will be answered **immediately** by that message.

4. Delay Timer



This timer determines how long the incoming call will ring the assigned user(s) before the call is answered by the Auto-attendant message.

If the delay timer is 0 seconds, the call will be answered immediately by the attendant.

If no users are assigned to ring (i.e. there is only an attendant message in the ringing assignment), then the delay timer value will have no effect and the call will be answered immediately by the Auto-Attendant message.

5. Ring Assigned Users

This field determines whether the assigned users will ring while the message is being played.

If you wish to ensure that the entire message is played to the caller without interruption, you can disable this option. In this case the assigned phones will not ring until the end of message and the entire message will be played without the call being answered.

If there are no extensions assigned to ring while the attendant message is being played then this option will have no effect.

6. Digit Assignment

Callers who are answered by the Auto-Attendant may be asked to select from a menu of options to assist in routing the call to the most appropriate internal destination. The caller makes a selection by dialing a digit and the Auto-Attendant routes the call based on the digit dialed. The response of the Auto-Attendant to the digit dialed is programmed on this page which is reached by pressing the 'digits' link for the message on the Auto-Attendant page.



For every digit there is a drop-down menu of actions which can be programmed as a response. These are the options:

No Action

The digit dialled by the caller is ignored.

End Current Call

The call will be terminated.

Extension Prompt

Wait for the caller to dial an internal user or group number and transfer the call to that number.

For example, record the following welcome message:

"Welcome to Company X, ...dial 1 for sales, 2 for marketing.., If you know the extension number of the person you wish to ring please dial * followed by the extension number.."

In the assignment field for the digit *, select 'Extension Prompt'.

When the caller dials * followed by the user number, the call is transferred to that user.

Voicemail Prompt

Wait for the caller to dial an internal extension or group number and transfer the call to the voicemail box of that extension or group.

For example, record the following welcome message:

"Welcome to Company X, ...dial 1 for sales, 2 for marketing.., If you wish to leave a message in the mailbox of an extension please dial * followed by the extension number.."

In the assignment field for the digit *, select 'Voicemail Prompt'.

When the caller dials * followed by the user number, the call is transferred to the mailbox of that user.

Internal

The caller is transferred to the internal user or group number entered in the adjacent edit box.

Calls to Internal Groups

A group usually contains several users and may contain another auto-attendant message. When a digit is assigned to ring a group, the users in the group will ring. If the call is not answered after the delay timer period, it will be answered by the auto-attendant. If the group contains an Auto-Attendant but no other users, the caller will be connected to the auto attendant immediately.

External

The caller is transferred to the external number entered in the adjacent edit box. You may also select which trunk line to use for the external call by selecting the appropriate line access code.

Auto-Attendant Message

The caller can be transferred to a different Auto-Attendant message. In this way, the caller may be routed through a sequence of several messages to arrive at the appropriate destination.

Direct User Dialling

This feature allows callers to dial a user number during the playing of the auto-attendant message. The caller is then directly connected to an internal user. If this box is unticked callers cannot dial through to internal users during the message.

If No Digits Dialled

Here you can program the response of the auto-attendant if the caller dials no digits. You can select a time period in seconds during which the auto-attendant waits for a response from the caller. During this time the caller will hear silence and the system will continue to monitor for digits dialled. When the time period has elapsed the system will perform the programmed action. If the timer is set to 0, then the assigned action will be performed as soon as the attendant message has been played.

Destination Busy or Unavailable

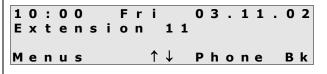
Here you can programme the action to be taken if the destination is busy or unavailable.

7. Access the Auto-Attendant Messages from a system phone

A user who has operator privileges may record or delete auto-attendant messages from an executive system phone.

7.1 Access the Auto-Attendant Messages

Auto-Attendant programming can be carried out at an Operafone Executive System Phone with **Operator Functionality enabled**.



Call Diversion
Mailbox Settings
► Auto-Attendant Setu
Select ↑↓ Back

Auto-Attendant Setup ► Welcome Message Hold Message Select ↑↓ Exit

The user can simply use the up & down arrow Keys to scroll to the desired message and then press the **<Select>** Key.

From the idle screen -

- Press the <**Menus**> key
- Use the ↑↓ keys to scroll through the list of options
- When the cursor is alongside the Auto-Attendant Setup option, press the <Select> key

The 100 Auto-Attendant messages available to select are listed below:

- Welcome message
- Hold Message
- Greeting and Clear
- Attendant Msg. 4
- Attendant Msg. 5
- Attendant Msg. 6Attendant Msg. 7
- Attendant Msg. 8
- Attendant Msg. 9
- Attendant Msg. 10

7.2 Record an Auto-Attendant Message

LIFT HANDSET

Welcome Message 00:00:06 Record Back

Welcome Message 00:00:15 Stop Back

Welcome Message 00:00:15 Replay Back

Welcome Message 00:00:15 Accept Reject Select **Record** from the message options.

- Lift the handset as prompted
 Note: It is not possible to record messages in handsfree mode.
- Press the <Record> key

The record time is shown as the message is being recorded.

 Press the <Stop> key when the message is complete. The message is automatically saved

If the <Back> key is pressed, the message will not be saved and the display will return to the Auto - Attendant Setup menu.

To listen to the recorded message -

Press the <Replay> key

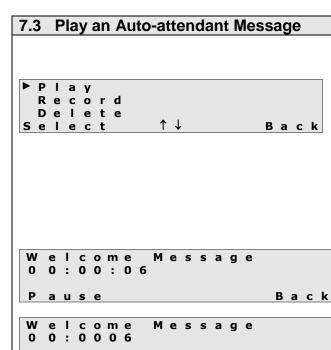
If the message is correct -

 Press the <Accept> key and the display will return to the Auto-Attendant Setup menu esume

Welcome

Replay

0 0:00:06



Message

As shown on the display opposite, with the cursor alongside the **Play** option -

Press the <Select> key

Note: The **Play** and **Delete** options will only appear if a message has been recorded.

If the handset is on-hook, handsfree mode will be activated and the selected message will be played. (The handset can be lifted at any time during the message). The length of the message is shown and counts down while it is being played.

To pause a message -

Bac k

Back

 Press the <Pause> key (the function of the key changes to <Resume>)

To resume a message -

• Press the < Resume > key

When the message has finished, to replay -

• Press the < Replay > key

To return to the message options -

• Press the <Back> key

7.4 Delete an Auto-attendant message



As shown on the display opposite, with the cursor alongside the **Delete** option -

• Press the < Select > key

Note: The **Play** and **Delete** options will only appear if a message has been recorded.

If the handset is on-hook, handsfree mode will be activated and the selected message will be played. (The handset can be lifted at any time during the message). The length of the message is shown and counts down while it is being played.

To pause a message -

 Press the <Pause> key (the function of the key changes to <Resume>)

To resume a message -

• Press the < Resume > key

When the message has finished, to replay -

Press the <Replay> key

To return to the message options -

• Press the <Back> key

7.5 Change Automated Attendant messages via the voice mail menu

The flow chart below shows the sequence to be followed by a user, with Operator level of access, to alter the Automated Attendant messages. This can even be done remotely. Access the Voicemail Main Menu, for example by dialing #, followed by your PIN, while listening to the welcome message. Then, instead of following any of the standard 1 to 4 prompts, dial 6 followed by the index number of the AA message to be recorded, unprompted.

Circled numbers represent digits dialed at the various stages.

