



Auto Attendant Guide

V10 / Release 1

March 2021

2.1 Auto-Attendant

Overview

DobsonUC provides a great solution for Auto Attendant functionality.

- A 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 or two different menus for business and non-business hours that are used according to a pre-defined schedule.
- When 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.
- Auto Attendant allows multiple menus with a finer scheduling control.
- Includes more call handling options, such as Voicemail by Name and Voicemail by Extension, as well as greater control over the actions taken for any given key press.

Auto Attendant can also be configured to allow callers to dial an extension at any point in the menu and not just on a Dial by Extension menu option. If you want to use this option, you must enable it as described in 2.2.4 and you should also ensure that your initial greeting mentions the option that a caller who knows the extension they require can dial it immediately.

2.3.1 Planning your Auto Attendant

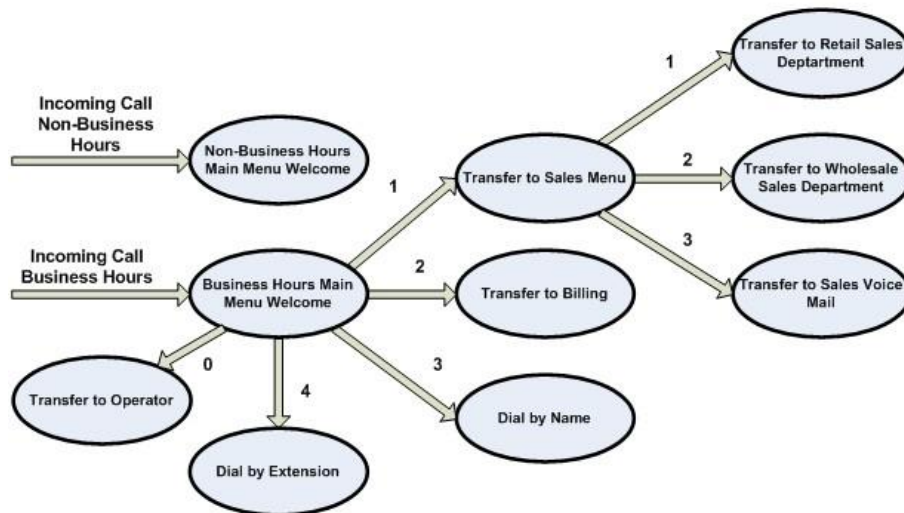
Before you start to set up your Auto Attendant, it is a good idea to sketch out the operation of each menu on paper. This allows you to plan what options you need from the menu and how each one will operate.

For example, the main menu for a sales company may include the following options:

1. Have a scheduled Attendant.
2. Provide a main menu for business hours that provides the companies default greeting and menu.
3. Have the ability to transfer to a sales menu that provides additional menu options.
4. Transfer to speak with the Billing department.
5. Dial by name.
6. Dial by extension.
7. Transfer to an operator.

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

Figure 11: Auto Attendant call handling example



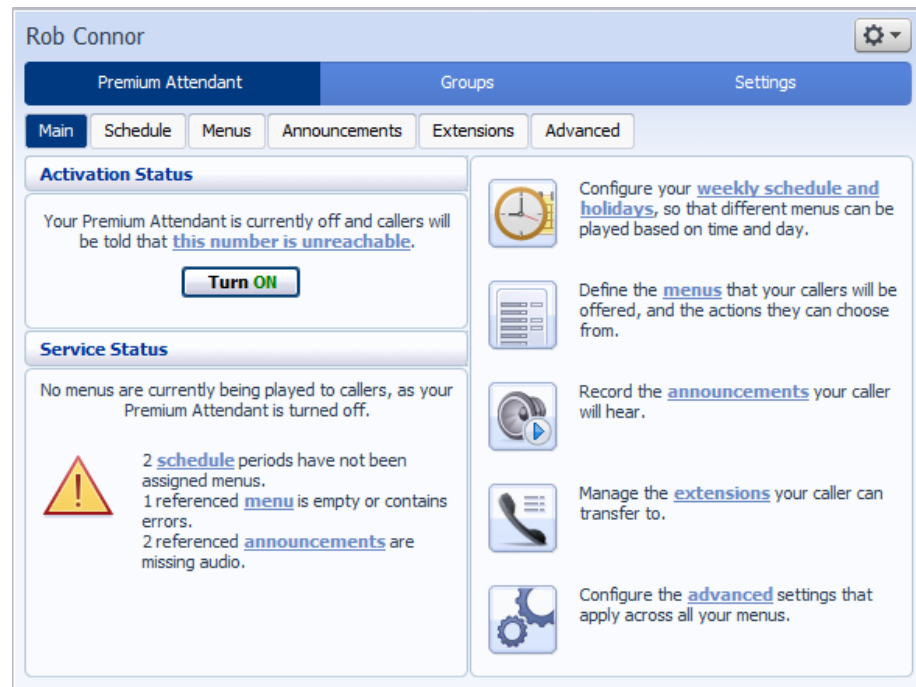
For out-of-hours and holiday operation, Auto Attendant may provide an announcement, for example saying that the business is closed, (without allowing the caller to select any options), or it may provide an alternative set of menu options.

2.3.2 Logging into Auto Attendant

To configure your Auto Attendant log into the Auto-Attendant, following these steps:

From the BG Administrator portal, <http://portal.dobson.net/bg> select *Lines* and then click the *Individual Line* icon on the far-right side of the page. As an alternative, you can access the DobsonUC Portal user login screen and enter the Auto Attendant Number and Password. The screen then displays the Auto Attendant portal.

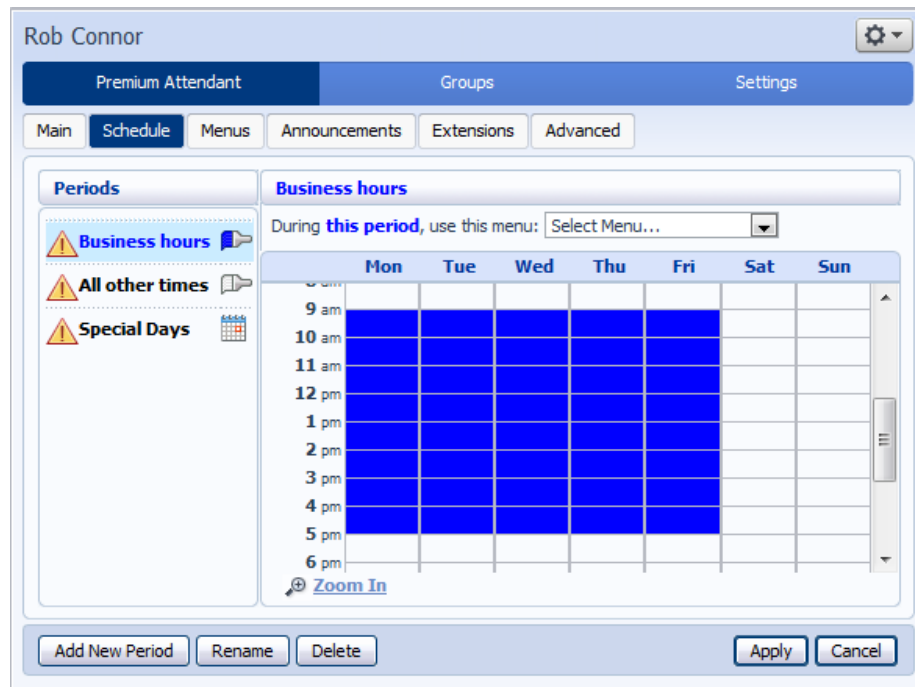
Figure 12: Auto Attendant Portal



2.3.3 Configuring Auto Attendant Schedule

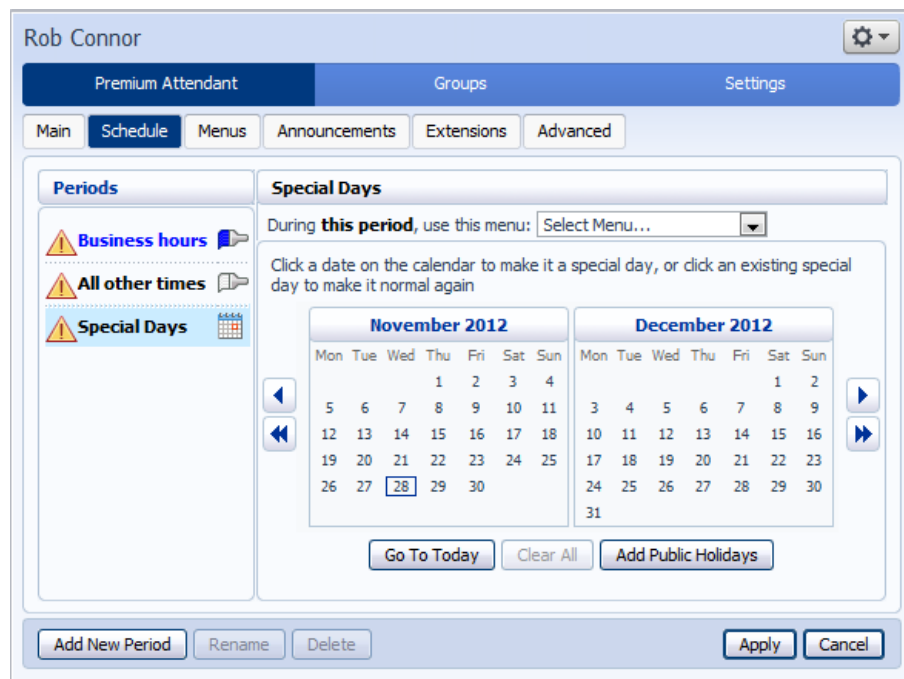
You can configure your weekly schedule by clicking on the *Weekly Schedule and Holidays* icon. Once in the Schedule screen, click on the *Business Hours* key and then click in the calendar and, while holding down the left mouse button, drag the mouse across the calendar to indicate the business hours. 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.

Figure 13: Auto Attendant Schedule tab



Next you will need to select any non-working days such as holidays by clicking on the calendar icon in the Periods 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.

Figure 14: Auto Attendant Special Days



2.3.4 Configuring Auto Attendant Announcements

In order to use your Auto Attendant, you will need to record or upload the announcements that will be played as either your primary Business Hours or Non- Business Hours greeting as well as any other recorded announcements required.

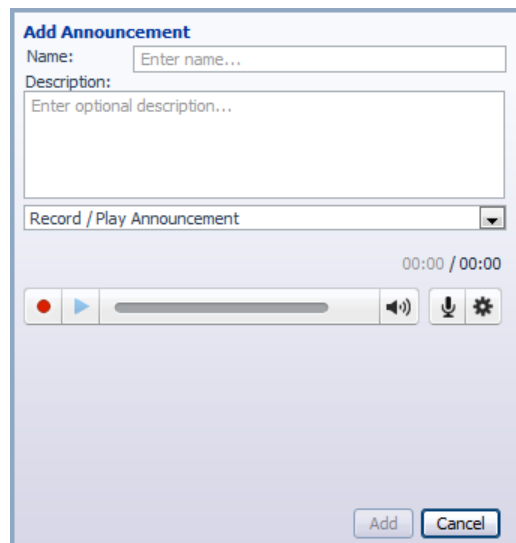
The example in section 2.3.1 would require three announcements, one each for Business Hours, Non-Business hours and the Sales menu. Click in the Announcements tab to begin configuration.

Figure 15: Auto Attendant Announcements tab



Click the *Add New Announcement* button and then follow the steps below.

Figure 16: Add Announcement



1. Enter the name and description of your announcement.
2. To record your announcement using a microphone or headset connected to your computer, click the red record button.
3. When you have finished recording, press the stop button and click on the *Add* button at the bottom of the interface.

To upload pre-recorded announcements, select *Upload Announcement* from the drop-down menu and browse to the location of your announcement and click upload. After your upload has completed click the *Add* button.

Figure 17: Uploading an Announcement

Add Announcement

Name:

Description:

Upload announcement

Record your announcement as a G.711 (CCITT) 8 kHz 8 Bit Mono u-Law WAV file and then upload it below.

New file:

Current file: No file currently uploaded

To record the announcement using your telephone, do the following.

1. Create the announcement by adding a name and description and selecting *Record By Phone* from the drop-down menu.
2. Make a note of the announcement number and then click on the *Add* button.
3. Dial the main number for your Auto Attendant service provided by your service provider, enter the number for your Auto Attendant, enter the pin and then follow the prompts to record your announcement using the announcement number noted in the previous step.

Figure 18: Recording Announcements by Phone

Add Announcement

Name:

Description:

Record by Phone

To record this announcement, dial your Premium Attendant access number, and follow the prompts to edit announcements. Enter the announcement number **101** when prompted.

2.3.5 Configuring Auto Attendant Menus

Next you will need to set up your Auto Attendant menu options. By default, there are two menus defined in 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.

Figure 19: Auto Attendant Menus tab

Rob Connor

Premium Attendant Groups Settings

Main Schedule **Menus** Announcements Extensions Advanced

Menus General | Keys | Timeout | References

Search for...

Business Hours Menu

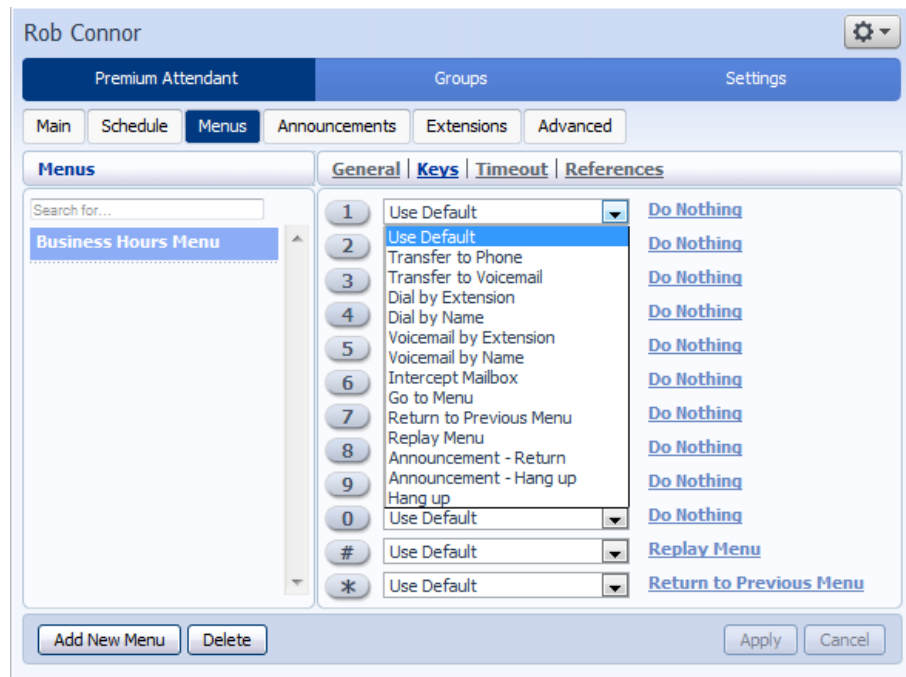
Name:

Description:

Menu announcement:

- 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.

Figure 20: Auto Attendant key configuration menu

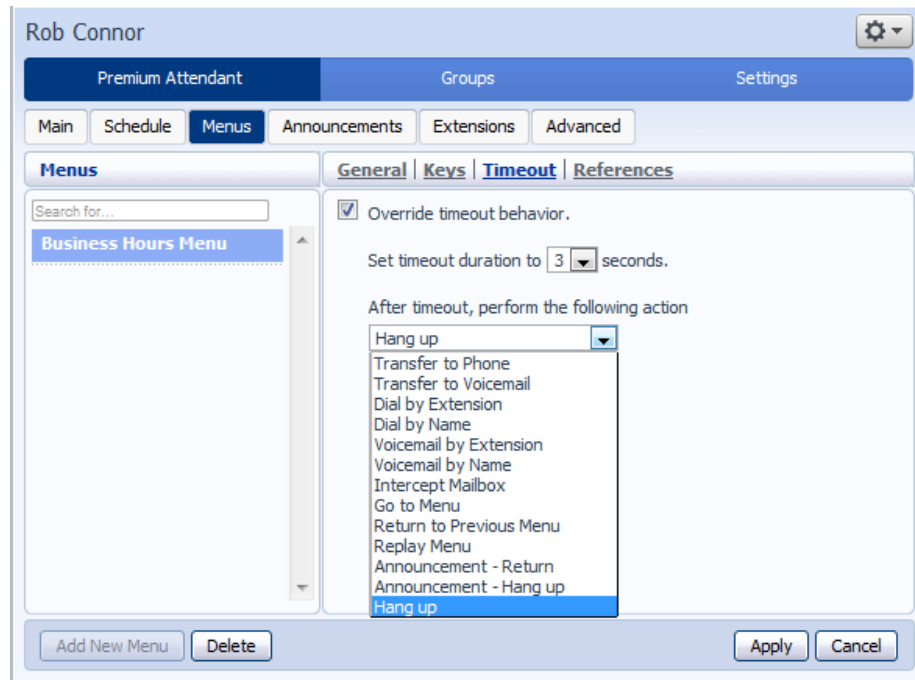


The options available for each key are as follows:

- Use Default (This option is default for all keys for new menus)
- Transfer to Phone
- Transfer to Voicemail (CoS controlled)
- Dial by Extension (CoS controlled 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)
- Self-care by Extension (CoS controlled, allows subscribers with mailboxes only identified by extension numbers to dial in to their mailbox)
- Dial by Name (CoS controlled)
- Voicemail by Extension (CoS controlled)
- Voicemail by Name (CoS controlled)
- Transfer to Operator (CoS controlled, and only available for Auto Attendants in a Business Group)
- Intercept mailbox (CoS controlled)
- Go to Menu
- Return to Previous Menu
- Replay Menu

- Announcement – Return
 - Announcement – Hang up
 - Hang up
- Next, you will need to configure the timeout behavior of your menu to address callers that do not press a key in this menu. Enter the timeout duration and the timeout behavior from the dropdown list as seen below and click *Apply*.

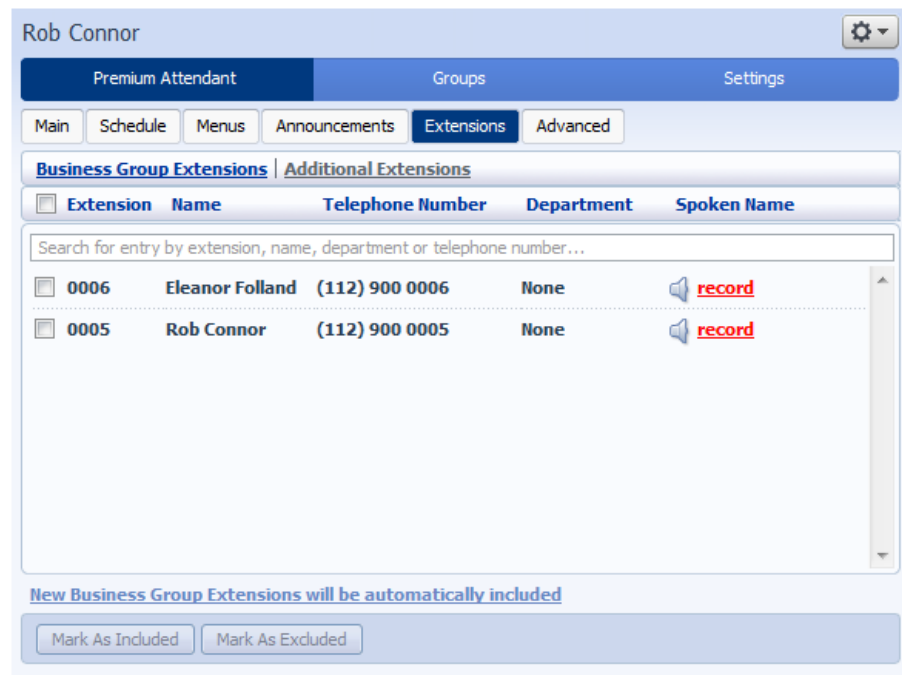
Figure 21: Auto Attendant timeout configuration menu



2.3.6 Configuring Auto Attendant extensions

If you plan on using dial by name or dial by extension, you will need to select the extensions and record a name for the dial by name.

Figure 22: Auto Attendant Extensions tab



The procedure for configuring your Auto Attendant extensions is the same as for Easy Attendant, as described in 2.2.4.

2.3.7 Configuring Auto Attendant advanced options

In order to configure the advanced settings for your 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.

Figure 23: Auto Attendant Advanced Settings tab

The screenshot shows the 'Advanced' settings tab for the 'Auto Attendant' configuration. The interface includes a user profile 'Rob Connor' and navigation tabs for 'Premium Attendant', 'Groups', and 'Settings'. Under 'Settings', there are sub-tabs for 'Main', 'Schedule', 'Menus', 'Announcements', 'Extensions', and 'Advanced'. The 'Advanced' tab is active, showing three sub-sections: 'Default keys', 'Error handling', and 'Other settings'. The 'Default keys' section is currently selected, displaying a list of keys (1-0, #, *) with their corresponding actions, all set to 'Do Nothing' except for '#' (Replay Menu) and '*' (Return to Previous Menu). A text box on the left explains that this page allows configuring default actions for each key. At the bottom, there are 'Apply' and 'Cancel' buttons.

Key	Action
1	Do Nothing
2	Do Nothing
3	Do Nothing
4	Do Nothing
5	Do Nothing
6	Do Nothing
7	Do Nothing
8	Do Nothing
9	Do Nothing
0	Do Nothing
#	Replay Menu
*	Return to Previous Menu

Next, click on the *Error Handling* link and set the value and behavior for Timeout, Call Transfers, Unknown Input and Invalid Extensions.

Figure 24: Auto Attendant Error Handling menu



The screenshot shows the 'Error handling' sub-section of the 'Advanced' settings tab. It is divided into four panels: 'Timeout', 'Call Transfer', 'Unknown Input', and 'Invalid Extension'. Each panel contains configuration options for handling specific errors. At the bottom, there are 'Apply' and 'Cancel' buttons.

Section	Configuration
Timeout	Menus time out if a caller doesn't press a key within 3 seconds. After 3 menu timeouts: System announcement then hang up
Call Transfer	If a call transfer fails: Hang up the call
Unknown Input	If the caller selects an unassigned key 3 times: System announcement then hang up
Invalid Extension	If the caller dials an invalid extension 3 times: Hang up

2.3.8 Activating Auto Attendant

Finally, you will need to activate your Auto Attendant by going to the Main page and selecting the Turn On button.

The Auto Attendant interface uses the following error messages and icons to alert you to incorrect or missing configuration. These are produced on page load and are not updated dynamically.

- The Main tab has a Service Status panel that states your current schedule period and the menu that callers will hear. It also reports if you have errors in any menus, or one or more announcements is missing audio.
- The Schedule and Menus pages use a banner line to report any errors.
- The following icons are used to indicate incorrect or incomplete configuration
 -  error icon
 -  warning icon

If there are any errors in your configuration, you will be warned against turning on Auto Attendant, and in some cases, this will be prohibited. You should therefore resolve the configuration errors before attempting to turn on.