

Auto Attendant User Guide

v.1

A device which answers callers with a digital recording and allows the callers to route themselves to a person, department listing or information mailbox. An automated attendant avoids the intervention of a human being as the primary answering point for inbound calls to an organization.



OXFORD NETWORKS

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Auto Attendant

Overview

Automated Attendant will help quickly direct your callers to the personnel and information they are looking for. Use the Automated Attendant to help route callers efficiently to their desired department while still maintaining that personal touch by allowing them to always reach a live person. Automated Attendant makes it possible for callers to reach the appropriate departments even after your regular business hours have ended. This saves you from needing to pay for an expensive after-hours answering service.

This guide provides an example of an Automated Attendant configuration. It shows graphically as well as in narrative form how the service is configured for a sample business. We hope that you find it useful in planning how you want the Automated Attendant service to work for you.

Auto Attendant

Overview

Sample Automated Attendant Setup

To give you an idea of how you may want to configure your own Automated Attendant service, the diagram on the right shows how the Automated Attendant service may be set up for an Automotive Dealer.

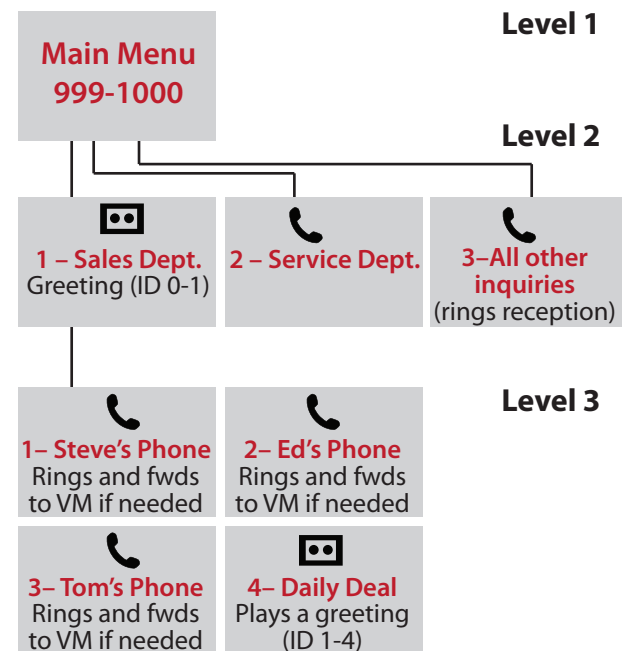
Sample Automated Attendant Explanation

Level 1:

Callers Dial the main business number 999-1000 and reach the Automated Attendant. The main greeting says: ‘Thank you for calling Mitchell Motor Company. To reach our Sales Department, press 1. To reach our Service Department, press 2. For all other inquiries, press 3.

Level 2:

When callers press 1 for the Sales Department, they will hear a second greeting that says: “You have reached the Mitchell Motor Company Sales Department. To reach Steve, press 1. To reach Ed, press 2. To reach Tom, press 3. To hear about today’s hot deal of the day, press 4. When callers press 2 for the Service Department, they are forwarded to the Service Department telephone where someone is available to answer their call. If no one is available or the line is busy, the call will forward to Voice Mail (assuming that Voice Mail is active on the line). When callers press 3 for all other inquiries, they are forwarded to the main receptionist telephone where someone is available to answer their call. If no one is available or the line is busy, the call will forward to Voice Mail (assuming that Voice Mail is active on the line).



Auto Attendant

Overview

Level 3:

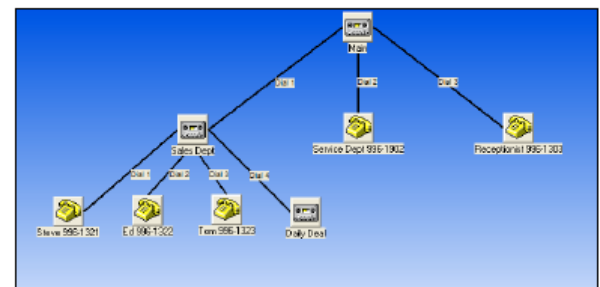
In the Sales Department, when callers press 1 for Steve, they are forwarded to Steve's telephone. If he is not available to answer the call, the call is forwarded to Steve's voice mail (assuming that Voice Mail is active on the line).

In the Sales Department, when callers press 2 for Ed, they are forwarded to Ed's telephone. If he is not available to answer the call, the call is forwarded to Ed's voice mail (assuming that Voice Mail is active on the line).

In the Sales Department, when callers press 3 for Tom, they are forwarded to Tom's telephone. If he is not available to answer the call, the call is forwarded to Tom's voice mail (assuming that Voice Mail is active on the line).

In the Sales Department, when callers press 4 for the deal of the day, they hear a greeting that explains the daily deal.

Sample Automated Attendant Online View



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Sample Automated Attendant Report View

This is the phone that is dialed when the caller presses '0' during a call.

Mitchell Motor Co - NE

Auto-Attendant / Voice Bulletin Board

When callers dial this number, the Automated Attendant answers the call.

Password	0000
Enabled	Yes
Operator	605-996-1900
Internet Enabled	Yes

Active Times		
	Begin	End
Weekday	12:00:00 AM	11:59:59 PM
Weekend	12:00:00 AM	11:59:59 PM

Access Numbers	
605-996-1901	

Daily Time Intervals					
Day of the Week	Interval 1	Interval 2	Interval 3	Interval 4	Interval 5
Sunday	12:00:00 AM - 11:59:59 PM				
Monday	12:00:00 AM - 11:59:59 PM				
Tuesday	12:00:00 AM - 11:59:59 PM				
Wednesday	12:00:00 AM - 11:59:59 PM				
Thursday	12:00:00 AM - 11:59:59 PM				
Friday	12:00:00 AM - 11:59:59 PM				
Saturday	12:00:00 AM - 11:59:59 PM				

Call Flow	
From the Main greeting	
Dial 1 for the Sales Dept greeting	Call Count: 0 (reset on 06/16)
Dial 1 to call Steve 996-1321 at 605-996-1321	Call Count: 0 (reset on 06/16)
Dial 2 to call Ed 996-1322 at 605-996-1322	Call Count: 0 (reset on 06/16)
Dial 3 to call Tom 996-1323 at 605-996-1323	Call Count: 0 (reset on 06/16)
Dial 4 for the Daily Deal greeting	Call Count: 0 (reset on 06/16)
Dial 2 to call Service Dept 996-1902 at 605-996-1302	Call Count: 0 (reset on 06/16)
Dial 3 to call Receptionist 996-1303 at 605-996-1303	Call Count: 0 (reset on 06/16)

Now, Plan Your Automated Attendant

Consider how you want your company's automated attendant/bulletin board service to work. Use the following worksheet as a guide.

Auto Attendant

Overview

Company Worksheet

Level 1

Main Number/Greeting

Name										
Level 2	}	1	2	3	4	5	6	7	8	9
		Greeting Phone or List	Greeting Phone or List	Greeting Phone or List	Greeting Phone or List	Greeting Phone or List	Greeting Phone or List	Greeting Phone or List	Greeting Phone or List	Greeting Phone or List
Level 3	}	1 GPL	1 GPL	1 GPL	1 GPL	1 GPL	1 GPL	1 GPL	1 GPL	1 GPL
		2 GPL	2 GPL	2 GPL	2 GPL	2 GPL	2 GPL	2 GPL	2 GPL	2 GPL
		3 GPL	3 GPL	3 GPL	3 GPL	3 GPL	3 GPL	3 GPL	3 GPL	3 GPL
		4 GPL	4 GPL	4 GPL	4 GPL	4 GPL	4 GPL	4 GPL	4 GPL	4 GPL
		5 GPL	5 GPL	5 GPL	5 GPL	5 GPL	5 GPL	5 GPL	5 GPL	5 GPL
		6 GPL	6 GPL	6 GPL	6 GPL	6 GPL	6 GPL	6 GPL	6 GPL	6 GPL
		7 GPL	7 GPL	7 GPL	7 GPL	7 GPL	7 GPL	7 GPL	7 GPL	7 GPL
		8 GPL	8 GPL	8 GPL	8 GPL	8 GPL	8 GPL	8 GPL	8 GPL	8 GPL
		9 GPL	9 GPL	9 GPL	9 GPL	9 GPL	9 GPL	9 GPL	9 GPL	9 GPL

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Mitchell Motor Company Example

Name	Sales	Service	Other	Ext List					
	1 Greeting Phone or List	2 Greeting Phone or List	3 Greeting Phone or List	4 Greeting Phone or List	5 Greeting Phone or List	6 Greeting Phone or List	7 Greeting Phone or List	8 Greeting Phone or List	9 Greeting Phone or List
1 GPL Steve	1 GPL	1 GPL	1 GPL	1 GPL	1 GPL	1 GPL	1 GPL	1 GPL	1 GPL
2 GPL Ed	2 GPL	2 GPL	2 GPL	2 GPL	2 GPL	2 GPL	2 GPL	2 GPL	2 GPL
3 GPL Tom	3 GPL	3 GPL	3 GPL	3 GPL	3 GPL	3 GPL	3 GPL	3 GPL	3 GPL
4 GPL Special	4 GPL	4 GPL	4 GPL	4 GPL	4 GPL	4 GPL	4 GPL	4 GPL	4 GPL
5 GPL	5 GPL	5 GPL	5 GPL	5 GPL	5 GPL	5 GPL	5 GPL	5 GPL	5 GPL
6 GPL	6 GPL	6 GPL	6 GPL	6 GPL	6 GPL	6 GPL	6 GPL	6 GPL	6 GPL
7 GPL	7 GPL	7 GPL	7 GPL	7 GPL	7 GPL	7 GPL	7 GPL	7 GPL	7 GPL
8 GPL	8 GPL	8 GPL	8 GPL	8 GPL	8 GPL	8 GPL	8 GPL	8 GPL	8 GPL
9 GPL	9 GPL	9 GPL	9 GPL	9 GPL	9 GPL	9 GPL	9 GPL	9 GPL	9 GPL

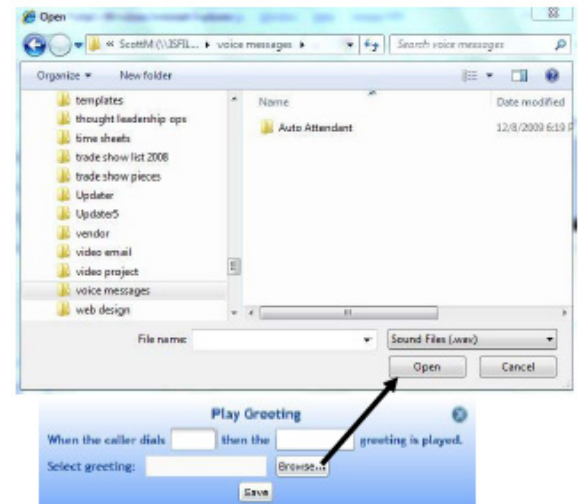
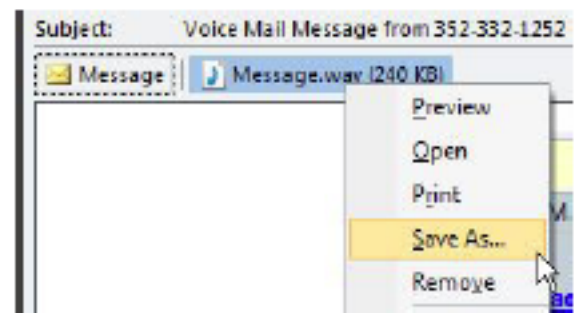
Auto Attendant

Web Portal User Guide

How to Record Your Greetings

The easiest way to record greetings to use in your Auto Attendant service is to use either an existing or temporary voicemail box. Have a caller with a script leave Auto Attendant specific greetings as messages in the desired mailbox. The greetings can then be emailed to you for upload to the Automated Attendant. If you need a temporary mailbox created for this use please contact 800-948-2999.

Once you have received your e-mail, right click on the attachment and select Save As to save the message to your computer. It is suggested that you name your folder Auto Attendant and then assign a specific file name for each greeting. This action will make it easier for you find the correct greeting when clicking on Browse to add a greeting your Auto Attendant.



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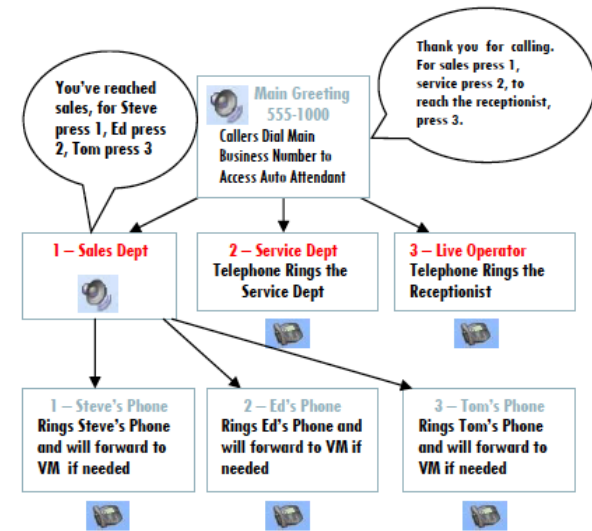
Web Portal User Guide

Creating Your Auto Attendant

To give you an idea of how you may want to set up your own Auto Attendant service, the diagram on the right shows how the service may be set up for a small business.

Using the Web Portal to Setup Auto Attendant

The Web Portal is a way for you to administer this service and to visually see how callers will be routed through your Auto Attendant. As you start building your Auto Attendant, you can reposition the call flow display by moving the mouse cursor onto the icon to be moved. Press down and hold down the left-hand mouse button then drag the icon to a new position by moving the mouse in the desired direction. When the icon is in the desired position, release the left-hand mouse button. Any connection lines between icons will be automatically repositioned and redrawn after an icon is moved.



Auto Attendant

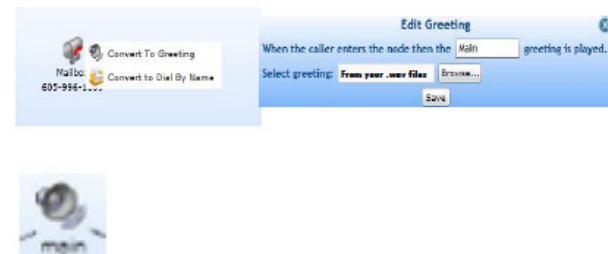
Web Portal User Guide

Setting Up Your Main Greeting

Once you have logged into the Web Portal select the My Settings Tab, click on the Automated Attendant under the Categories Title. Hover over the Mailbox Icon and select Convert to Greeting. An Edit Greeting box will open allowing you to create a name for your main greeting and to also load a recorded greeting. Since this is the first greeting that customers will hear when they call your main number it is suggested you name this your main greeting. Select Browse to open a dialog box where you can locate the recorded greetings that you have saved to your computer. Once you have selected the appropriate greeting, click Save to complete the set up of your Main Greeting. A speaker icon with the name of your main greeting will appear in your Map Display.

Creating Nodes from the Main Greeting

If you want callers to go to a department that has multiple contact numbers you can choose the greeting option. Hover over the Main Greeting icon and then click on the Green + icon and select Greeting . A Play Greeting box will open, you can then type in the corresponding number (#) recorded in your main greeting that when pressed by the caller will route them to this greeting giving callers instructions on what number to press in order to reach a specific phone number in this department. Type in the name of the (department), then select the appropriate greeting for this department. If you need an option for leaving a message from this greeting and one is not available please contact customer support at xxx-xxxx. Click on Save when the selection has been completed. A speaker icon with the name of this greeting will appear in your Auto Attendant display.



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Called Number

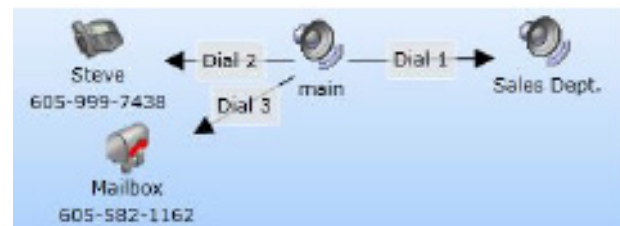
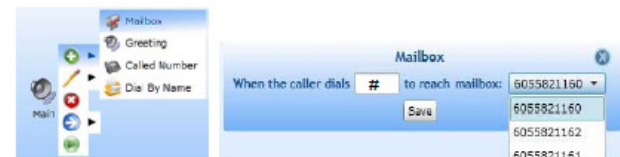
If you want callers to go to a specific phone number in your company you can choose Called Number. Click on the Green + icon and select Called Number . A Called Number box will open and you can then put the corresponding number recorded in your main or department greeting that when pressed by the caller will route them to this specific phone number. Type in the corresponding number (#) , (name) of the person to reach and the (10 digit number) including area code, Clicking Save will complete the entry and a Phone icon for this called number will appear in your Map Display.

Mailbox

If you want callers to go directly to a persons mailbox without ringing their phone you can choose the Mailbox option. Click on the Green + icon and select Mailbox. A Mailbox box will open and you can then type in the corresponding number (#) recorded in your main or department greeting that when pressed by the caller will route them to this specific mailbox. You will need to supply customer support with the phone number(s) of the mailboxes that you want in your auto attendant. Clicking Save will complete the entry and a Mailbox icon for this Voice Mailbox will appear in your Map Display.

Deleting Nodes

Hover over any of your nodes and click on the Red X to delete a Node from your Auto Attendant.



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Special Options

The following options give added enhancement to your Auto Attendant beyond the basic set up features of the service.

Listening to your Recorded Greetings

Hover over any of the speaker icons in your Auto Attendant and select the Green Play button. An audio player will open allowing you to listen to the greeting associated with that specific Node of the service.

Connect to a Node

Use Connect to a Node to give callers the option of going to another Mailbox, Greeting, Called Number or Dial by Name in your Auto Attendant. To create this option hover over any speaker icon in your Auto Attendant, click on the Yellow Pencil and then select Connect to Node. A Connect to Node box will open and you can then type in the corresponding number (#) recorded in your greeting that when pressed by the caller will route them to a specific node in your Auto Attendant. Click on the drop down to see a list of node options which you can choose to route the caller; after you have made your selection, click on Save to complete the entry.



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Dial by Name

Your Auto Attendant service gives you the option of letting callers Dial by Name to be connected to a phone number. Dial by Name will give a caller the option of using their phone pad to enter the first 3 digits of the person's last name in order to be connected to their phone number. To access this option, hover over the appropriate speaker icon where you want the Dial by Name directory and click on the Green + icon, then select Dial by Name. This action will open a Dial by Name box where you will see your Dial by Name Group(s) that have been set up in advance by customer support. If you have more than one, select the appropriate group for this Dial by Name directory and then choose either the default greeting telling caller to enter the first 3 digits of the person last name, or click on Browse to insert your own greeting. Click on Save to complete the entry. Contact 800-948-2999 if you haven't provided us your Dial by Name Directory Groups.

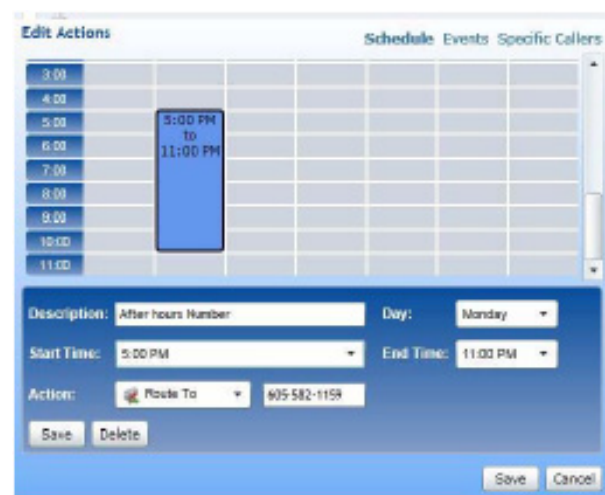
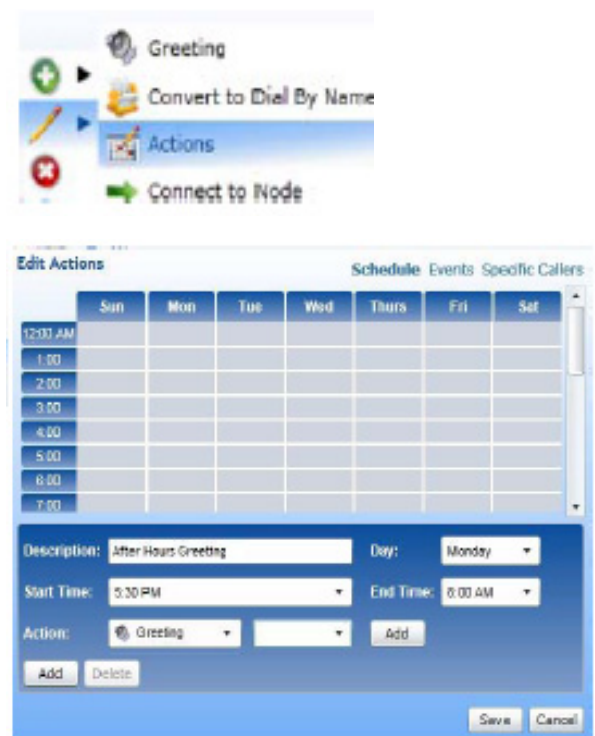


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Actions

The Actions option can be used by greeting nodes in the Auto Attendant to manage actions that can be performed for specific schedules, events, and callers. The Actions window can be accessed by hovering over a greeting node, selecting the Yellow Pencil and then click on the Actions icon. To add a scheduled action, click on Schedule and enter a short description of the action into the Description field, select the Day of the week on which the action should be performed, specify the Start Time and End Time for the action, and then choose one of the following actions: Greeting, Route To, or Dial By Name. The fields to the right of the Action selection box will change depending on the type of action that is selected. If a Greeting action is selected, then a greeting audio file must also be selected. If a Route To action is selected, then a 10-digit Mailbox number must be entered. If a Dial By Name action is selected, then a Dial By Name Group and a greeting audio file must be selected. Press the Add button once all of the settings have been completed and the new schedule entry will appear in the weekly calendar. To modify an existing scheduled action, click on the action in the weekly calendar. It will begin flashing and the details of the selected action will be displayed in the fields below the calendar. Change the fields to their new values and press the Save button that is located below the Action field on the left-hand side of the window. To delete a scheduled action, click on the action in the weekly calendar. It will begin flashing and the details of the selected action will be displayed in the fields below the calendar. Press the Delete button that is located below the Action field to remove the scheduled action from the weekly calendar.



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Event Actions The Events window is used to define actions to be performed on specific days of the year, such as holidays. To add an event action, click on Events and enter a short description of the action into the Description field, select the Month and Day on which the event will occur.

Specify the Start Time and End Time for the event, and then choose one of the following actions; Greeting, Route To, or Dial By Name. The fields to the right of the Action selection box will change depending on the type of action that is selected. If a Greeting action is selected, then a greeting audio file must also be selected. If a Route To action is selected, then a 10-digit Mailbox number must be entered. If a Dial By Name action is selected, then a Dial By Name Group and a greeting audio file must be selected. Press the Add button once all of the settings have been completed and the new event entry will appear in the Events section. To modify or delete an existing event, click on the event's column in the Events section. It will begin flashing and the details of the selected event will be displayed in the fields at the bottom of the window. Change the fields to their new values and press the Save button that is located below the Action field on the left-hand side of the window or press the Delete button that is located below the Action field to remove the event, once completed click Save in the bottom right.

The screenshot shows the 'Edit Actions' interface. It features a time selection list on the left (8:00 to 4:00) and a central green area displaying the selected time range '8:00 AM To 5:00 PM'. Below this, the 'Description' field contains 'Holiday Greeting', the 'Month' is set to 'December', and the 'Day' is '25'. The 'Start Time' is '8:00 AM' and the 'End Time' is '5:00 PM'. The 'Action' dropdown is set to 'Greeting', with a 'Sales Dept.' dropdown and an 'Add' button next to it. At the bottom of the form are 'Add', 'Delete', 'Save', and 'Cancel' buttons.

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Specific Caller Actions

The Specific Callers section is used to configure actions to be performed when calls from specific phone numbers are received. Click on Specific Callers, enter a 10-digit calling number into the Address field, enter a short description of the caller into the Description field, and then choose one of the following actions: Greeting, Route To, or Dial By Name. The fields to the right of the Action selection box will change depending on the type of action that is selected. If a Greeting action is selected, then a greeting audio file must also be selected. If a Route To action is selected, then a 10-digit Mailbox number must be entered. If a Dial By Name action is selected, then a Dial By Name Group and a greeting audio file must be selected. Press the Add button once all of the settings have been completed and the new specific caller entry will appear in the list. To modify or delete an existing specific caller entry, click on the entry in the list of specific callers and the details of the selected entry will be displayed in the fields below the list. Change the fields to their new values and press the Save button that is located below the Action field on the lefthand side of the window or click on the entry in the list of specific callers and press the Delete button that is located below the Action field to remove the entry. Click on Save in the bottom right of the window once the modifications have been made.

The screenshot shows the 'Edit Actions' web portal interface. At the top, there are tabs for 'Edit Actions', 'Schedule Events', and 'Specific Callers'. Below the tabs is a table with three columns: 'Action', 'Address', and 'Description'. The table contains three entries:

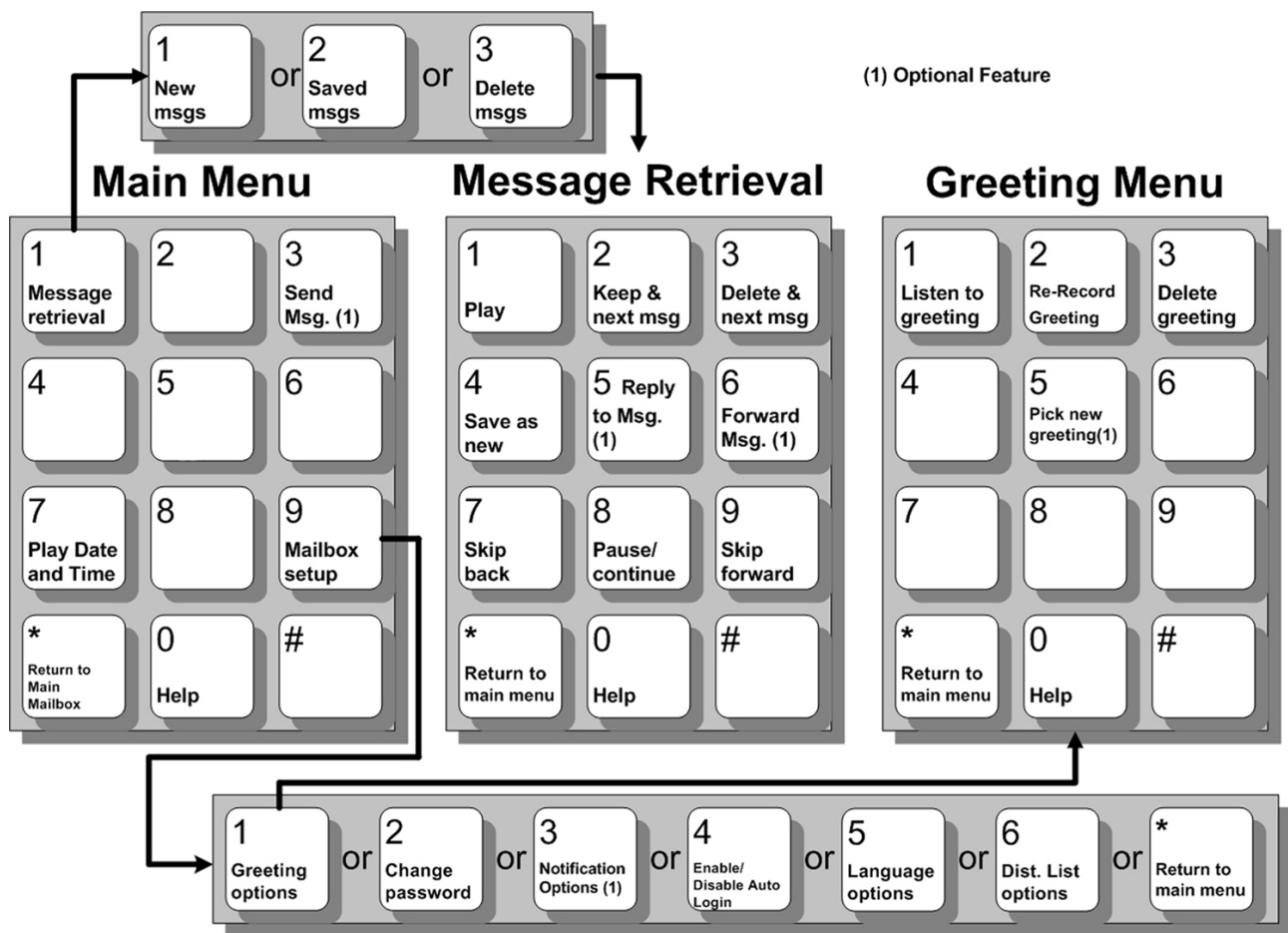
Action	Address	Description
Play Greeting: main greeting	605-582-1154	Janitorial Service
Dial by Name: Innovative Systems and P	605-996-3643	on call #1
Route To: 605-582-1159	605-999-7438	Night Supervisor

Below the table, there are input fields for 'Address' (605-990-7282) and 'Description' (on call #2). There is also an 'Action' dropdown menu set to 'Dial By Name', a 'Greeting' dropdown menu set to 'clint', and a 'Contact List' dropdown menu. At the bottom left, there are 'Add' and 'Delete' buttons. At the bottom right, there are 'Save' and 'Cancel' buttons.

Voice Mail Access Numbers

Augusta	430-4967
Bangor	974-3997
Bath	386-6997
Biddeford	571-7927
Brunswick	837-6997
Camden	706-2938
Cumberland	489-3938
Elsworth	610-8997
Fairfield	238-5997
Farmington	860-3997
Freeport	869-4997
Gardiner	588-8997
Gorham	222-6906
Harrison	583-3987
Hermon	605-3939
Kennebunk	467-7987
Lewiston	333-6997
Lisbon Falls	407-2997
Livermore Falls	320-6938
Madison	696-6987
Mechanic Falls	346-2997
Norway	739-6997
Old Town	817-4908
Pittsfield	679-3998
Portland	221-8977
Richmond	737-6955
Rumford	369-4997
Sanford	206-3997
Scarborough	289-3997
Skowhegan	612-3997
Waterville	660-4997
Westbrook	887-3997
Wilton	645-8998
Windham	894-1998
Yarmouth	847-5993

Keypad User Interface





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