

## Votacall Auto Attendant Overview

### Menu Options:

The Auto Attendant **menu options** page allows a business to easily customize call routing by configuring the actions for numeric digits 0-9, \*, and # key.

"Default Greeting" plays a generic system recording, which does not identify a company by name.

Callers hear a greeting similar to the following:

Welcome. Your call is being answered by an automated attendant.

*If you know your party's extension, press 1.*

*To use our automated name directory, press 2.*

*If you would like to speak with an operator, press 0.*

*Thank you for calling.*

"Personal Greeting" plays a message recorded in a .WAV audio file or .MOV video file that you upload.

**Business Hours Greeting:**

Default Greeting  
 Personal Greeting  
 Load personal greeting:

**Menu Options:**

Enable first-level extension dialing

Key	Description	Action	Phone Number
0	<input type="text" value="group operator"/>	Transfer to operator	<input type="text" value="1000"/>
1	<input type="text" value="dial by extension"/>	Extension dialing	
2	<input type="text" value="dial by name"/>	Name dialing	
3	<input type="text"/>	Transfer with prompt	<input type="text" value="Extensions or External Numbers"/>
4	<input type="text"/>	Transfer without prompt	<input type="text" value="215222222"/>
5	<input type="text"/>	Repeat menu	
6	<input type="text"/>	Exit	
7	<input type="text"/>	-	
8	<input type="text"/>	Transfer with prompt	
9	<input type="text"/>	Transfer without prompt	
*	<input type="text"/>	Transfer to operator	
#	<input type="text"/>	Name dialing	
		Extension dialing	
		Repeat menu	
		Exit	

Note: Callers who do not indicate a transfer option will be forwarded to the operator.

- **“Transfer with prompt”**: Plays the message, your call is being transferred, please hold, and then transfers the call to the specified number.
- **“Transfer without prompt”**: Transfers the call to the specified number, without playing a transfer prompt.
- **“Transfer to operator”**: Plays the message, Please stay on the line while your call is transferred to the operator, and then transfers the call to the specified operator number.
- **“Name dialing”**: Brings the user into the automated name directory.
- **“Extension dialing”**: Prompts the user for an extension, and transfers the user.
- **“Repeat menu”**: Replays the auto attendant greeting.
- **“Exit”**: Terminates the call.

Check the *Enable First-Level Extension Dialing* box to allow callers to enter the extension of the party they want to reach without selecting a menu option first. Enabling this feature makes the auto attendant more convenient for callers who already know the extension of the person they want to reach.

### Additional Configuration Options and Helpful Notes

- Auto Attendant configuration provides business hours and off hours menu option. Holiday schedules can be created to provide the off hours menu and greeting.
- Scope of extension dialing options to: Enterprise/Group/Department users.
- Scope of name dialing options to: Enterprise/Group/Department users.
- Auto Attendants can be configured to route to Users, Hunt Groups, Call Centers, Voicemails, Auto Attendants, and off-network phone numbers.
- Add the **“Alternate Number”** feature to allow the addition of up to 10 direct dial numbers in addition to the primary number. (add a user with CFA/Alternate Number to allow for more than 11 numbers directly on the Hunt Group)

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