Auto (Easy) Attendant
User Guide

AUTO ATTENDANT

This feature will allow your callers to be directed to the appropriate person or obtain the information needed. Your business will maintain a personal touch with the caller by allowing them to make contact with a live person. You have full control over how many calls are routed to ensure your business needs are met. Auto Attendant can be changed at anytime through an easy-to-use web interface.

Managing Auto Attendant Online

To manage your Auto Attendant settings via the web interface:

• Visit https://voice.btcbroadband.com/login/
• Enter your 10-digit Auto Attendant number & password.

Managing Auto Attendant via the Telephone User Interface

• Dial 918-364-0994
• Enter your 10-digit Auto Attendant number and password.

Setting Up Auto Attendant For the First Time

Log in to your Auto (Easy) Attendant at https://voice.btcbroadband.com/login/

The initial screen offers two setup options: **Single Menu or Schedule Mode.**

Single Mode:
In this mode, callers are always offered the same options when your Auto Attendant is turned on. You can also control calls when Auto Attendant is off by specifying the number calls should be forwarded to or playing a recording notifying the callers that the number is unable to be reached.

Schedule Mode:
In this mode, you set the schedule, and callers are given different options during business and non-business hours.

You can change between modes once should your requirements change.

Configuring Auto Attendant Menu(s)

The menu configuration in Auto Attendant allows you to determine what options your callers will be offered and the announcements they will hear. If Schedule Mode is selected, you will need to configure two separate menus: "Business Hours Menu" and "Non-Business Hours Menu."

The Auto (Easy) Attendant configuration menu consists of the following:

An initial greeting that you must record. The recorded greeting is the first thing callers will hear when your Auto Attendant answers. The greeting welcomes your callers and informs them of the options available.

For example:

"Welcome to BTC Broadband. We are open for business right now. To hear directions to our location, press 1. To hear our hours of operation, press 2. If you know the extension of the person you are calling, press 3 and then enter the extension followed by the pound key. Press 0 if you wish to speak with our receptionist."

The following instructions describe how to set up your Auto Attendant menu:

If you have different menus that include business and non-business, you will need to repeat these steps for each of them.

Step 1: Click on the Auto (Easy) Attendant Menu configuration screen.
Step 2: Set up the options that you want to offer your callers.
Step 3: Click "Apply" to save your settings. (Otherwise, the changes will not be made.)

The **menu configuration screen** lists the keys 1-9 and 0 followed by a dropbox.
The dropbox allows you to select the action that will occur when a caller presses that key on their telephone. Once you have set up your configuration, you can make changes anytime by reassigning keys or updating announcements.
Please make sure to re-record your initial greeting to reflect any changes made to the options your callers are to receive.

For each option you wish to offer callers, you will need to decide which number they will press to access it and select the appropriate option for that extension.

For example:

If you want to play an announcement describing your hours, when a caller presses 3, you would assign 3 to "Play Announcement." 0 can only be configured to "Transfer to Phone" or "Unassigned."

You can configure each number to use the following actions:

Unassigned: Caller will be told that the option is not recognized.

Play announcement: Caller will hear the message you recorded.

Transfer to phone: Caller is transferred to a phone number that you have assigned.

For example:

You might want to allow callers to "press 6" to speak to a "customer service representative." You must enter the phone number you wish to transfer to.

Dial by extension: By dialing an extension number, the caller can choose who they would like to speak to. If you assign a number to "dial by extension," you must set the extensions that your callers can enter and the phone numbers that each will transfer to.

Please do not attempt to do this until you have finished configuring your menu, and have applied your changes. Provide callers with suitable instructions as part of your greeting.

For example:
If you assign 5 to,"dial by extension," then your initial greeting should include wording similar to: "If you know the extension of the person you are trying to reach, press 5, and then enter the extension followed by the pound key."

Dial by name: Callers can choose the party they wish to speak to by dialing their name. If you assign a number to dial by name, you must set the extensions that your callers can enter, their names and phone numbers that each will transfer to. Do not attempt to do this until you have finished configuring your menu, and have applied your changes.
Provide callers with suitable instructions as part of your greeting.

For example:
If you assign 5 to "dial by name," then your initial greeting should include wording similar to:
"If you know the name of the person you are trying to reach, press 5, then enter the name followed by the pound key.

Transfer to voicemail: This feature allows callers to be transferred directly to a voice mailbox of your choice.
For example: you might want to have callers "press 6 to leave a message for one of our customer service representatives." You must also enter the phone number of the mailbox you wish to transfer to in the box that will appear to the right of the dropbox. The number you enter must be the 10-digit phone number of a mailbox on the voicemail system

Record Greetings

Recording your greetings through the web interface is dependent on you having a quality microphone on your computer. It may be easier for you to record or update your greetings using your telephone.

To access the Telephone User Interface (TUI) dial 918-364-0994 and enter your Auto Attendant User ID and password.

Following the prompts you can record your Main Auto Attendant Greeting (Option 1, then Option 2 and then press #) or any of the other recordings. Name Recordings used for name searches are pulled from individuals recording their own name in their individual voice mailboxes, unless you choose to override and record your own.

Help is Always Available

Finding the right solutions can be challenging. BTC Broadband has people with the experience and knowledge to guide you every step of the way.

For any additional questions about Auto Attendant, call us at (918) 366-8000 or email us at support@mybtc.com