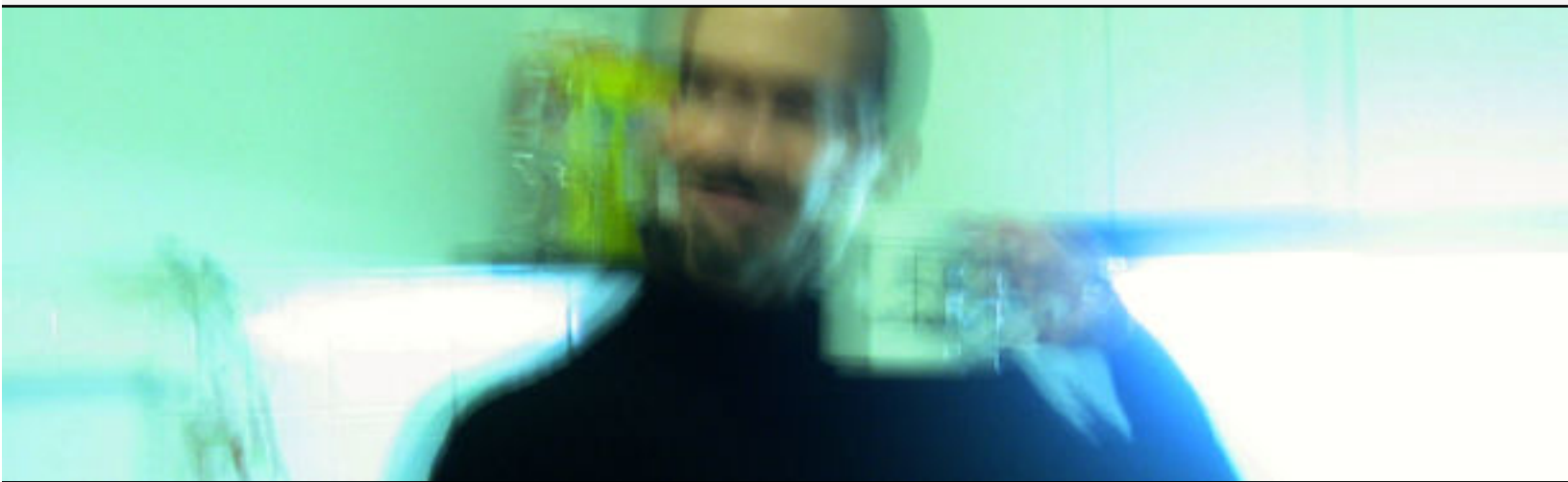




Auto Attendant



End-User Manual

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Preface

This document provides a general overview of the Auto Attendant Account Self-Care interface.

Conventions

This publication uses the following conventions:

- f* Commands and keywords are in **boldface**
- f* Terminal sessions, console screens, system file names are displayed in fixed width font



Caution means ‘reader be careful’. You are capable of doing something that might result in program malfunction or loss of data.

NOTE: Means reader take note. Notes contain helpful suggestions or references to materials not contained in this manual



Timesaver means the described action saves time. You can save time by performing the action described in the paragraph.



Tips Means the following information might help you solve a problem

Client System Requirements

- f* OS: Windows 95-XP, UNIX or Mac OS
- f* Browser: Internet Explorer 6.0 or higher, Netscape 6.2 or higher supporting DOM and with enabled JavaScript.
- f* Display Settings:
 - Min Screen Resolution: 1024 x 768
 - Color Palette: 16 bit color (minimum)

1.Overview

Auto Attendant is developed specifically to meet all the communications needs of the residential user as well as the small to medium sized business or branch office. Auto Attendant is a part of a fully featured VoIP Billing and Communication Services Platform.

Auto Attendant gives subscribers the ability to process incoming calls by applying an Interactive Voice Response (IVR) application to properly route calls to the correct location.

Auto Attendant provides a non-intrusive, single interface for all telephony and messaging functions, and it cleverly increases efficiency and productivity because it is easy to use and manage.

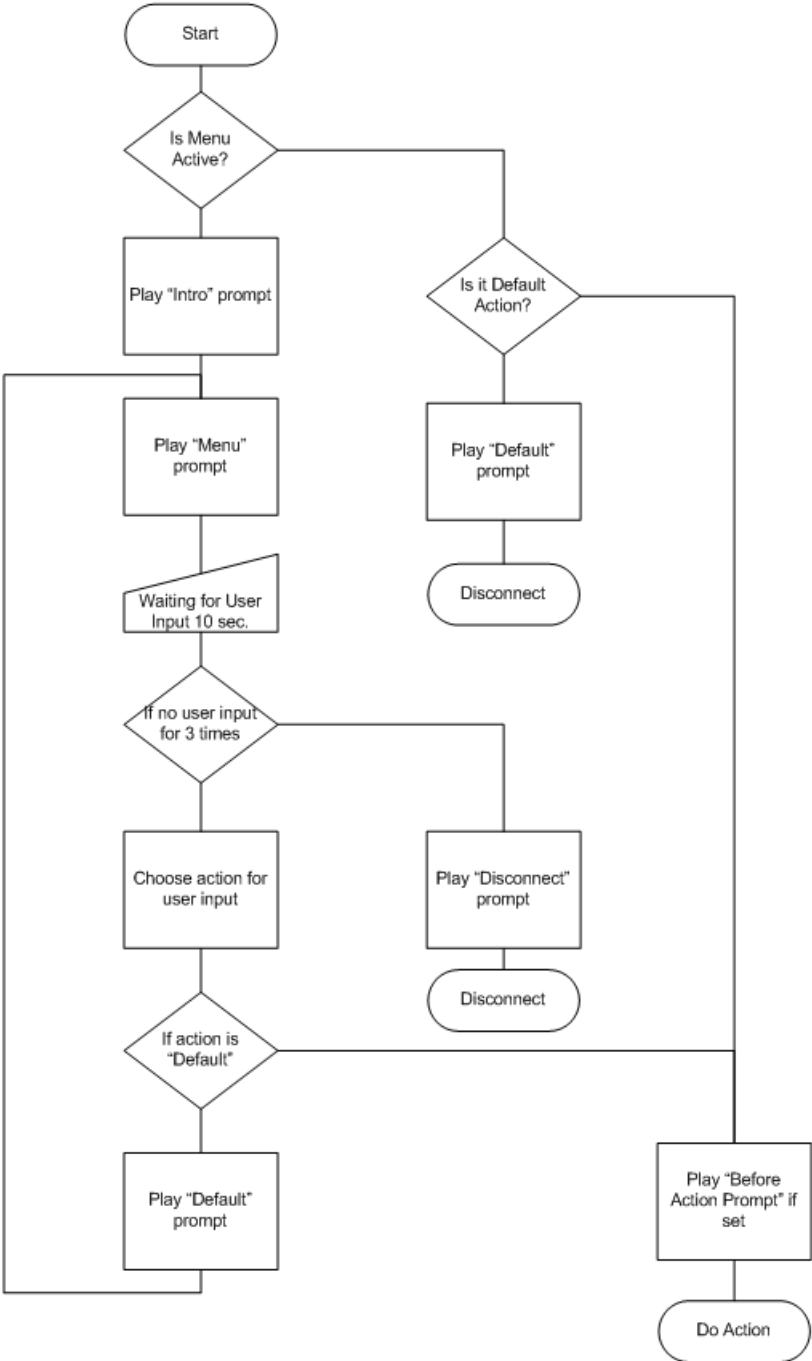
2.Auto Attendant

Auto Attendant

Auto Attendant Auto Attendant is a flexible utility designed to greet callers and transfer them either to an existing Switch accounts, or to your current phone system.

Basic concept

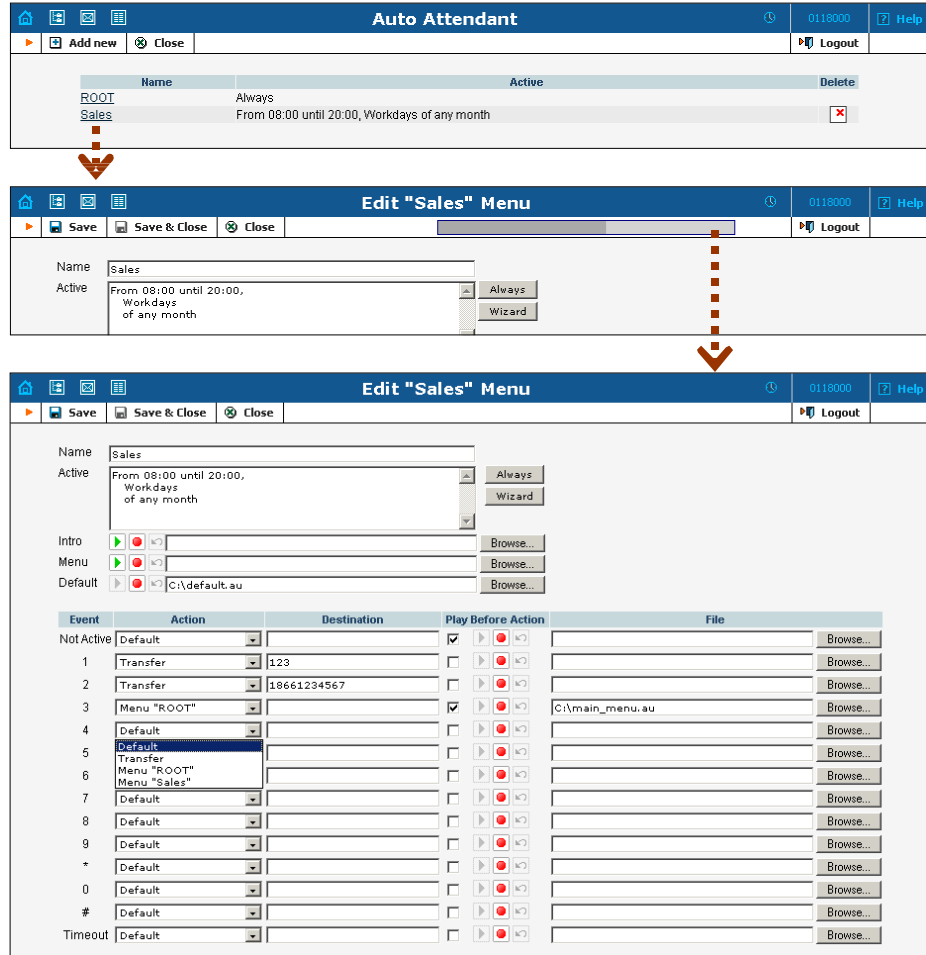
- Auto Attendant Auto Attendant (AA) is composed of a set of menus.
- All the menus are the same in every respect, except for the ROOT menu, which is always present and cannot be deleted, and whose name cannot be changed.
- When a caller dials the system, AA will answer the call with the Intro prompt from the ROOT menu.
- After this, the Menu prompt will be played, and AA will listen to the user input.
- The user input will trigger execution of the following available actions:
 - o **Default** – plays the default prompt from the current menu
 - o **Transfer** – transfers the call to a given telephone number or extension
 - o **Menu** – starts interpreting (executing) the selected menu; the user can choose from any of the available menus
- The user may select whether the corresponding prompt is to be played prior to the action.
- A menu call flow chart is displayed in the diagram below:



Menu List mode

Auto Attendant can be selected from the Options menu. The main screen lists all the menus available in the system.

To modify one of the existing menus, select its name from the list. To add a new menu, select **Add** from the action panel.



Menu Edit mode

After selecting one of the existing menus, please allow all the prompts to load in your browser; this may be viewed on the status indicator in the action pane.

The fields of the Menu Edit screen are explained below:

Name

A logical name for the menu, i.e. Sales for a sales department

Active

Time definition when the current menu is active. To set the menu as always active, select the Always button on the right. Auto Attendant also provides users with a Period Wizard, a flexible tool for defining a time period of any complexity.

Period Definition Wizard

Via a sequence of screens, the user may select the time interval, day of the week, day of the month, and month; multiple selection is allowed.

The following example shows the process of creating a period starting at 6pm every day and lasting until 6am the next morning. Another interval is used during weekends. We will also include some holidays, e.g. January 1 and December 24-26.

In the first screen, select 6pm in the **From** column and 6 am in the **Until** column. Now select the **Next** button. The two text areas on the right side of the screen provide the user with a display of the current period definition. The top text area displays a verbal definition of the period: From 6:00pm until 6:00am, while the bottom one contains the same information in a format which can be parsed by the system: `hr(6pm-5am)`. This sets up the first period; in order to continue, skip the following screens by pressing the **Skip** or **Next** button until the **Period definition completed** message is displayed. Click **Add** to create another period definition; the wizard returns to the first screen.

Now for weekends: by pressing the **Skip** or **Next** button, go to the second screen and select *Weekend*, or hold the <Ctrl> key and select *Saturday* and *Sunday* from the list. Now use the **Next** button, skipping forward until the **Period definition completed** message is displayed. Click **Add** to create another period definition.

To include January 1st in the period definition, skip to the Day of Month screen and select *1*. Now click the **Next** button. Select *January* and click **Next**, skipping forward until the **Period definition completed** message is displayed. Use the same approach to select the December 24-26 interval. Hold the <Ctrl> key to select multiple entries.


To review your work, look in the top text area. The following should be displayed:



```
From 6:00pm until 6:00am
  any day of any month
OR Sunday and Saturday
  of any month
OR 1
  of January
OR 24-26
  of December
```

If the definition is correct, select **Finish**.



Intro, Menu, Default

These three fields work similarly to the Voicemail recording feature.

 - **Record.** Select to start recording your voice prompt. (You will need to connect a microphone to your computer sound card to use this feature.)

After the existing prompt is recorded over, the  **Undo** icon becomes available, allowing rollback to the previous state. The blinking  **Play** icon indicates that the existing prompt is being overwritten, but changes have not been saved yet.

 - **Stop.** Select this to stop recording or playback of the recorded message.

 - **Play.** Select this to play back the recorded prompt. When selected, this icon will turn into  - **Pause.**

Each of the icons above may appear in grayscale, meaning it cannot be accessed because some other task is active.

To give your Auto Attendant a professional sound, we recommend using a professional speaker and a digital recording studio when recording voice prompts.

To upload a prompt, select the **Browse...** button on the right side. The native audio file format for the system is the following:

Type: NeXT/Sun (Java) file .au
Format: G.711 u-Law
Attributes: 8,000 Hz, 8-bit, Mono

Auto Attendant uses [SOX - Sound eXchange](#), a universal sound sample translator for prompts uploaded into the native Auto Attendant format.

Here's a short list of supported audio file formats:

Type	Description
.aiff	AIFF files used on Apple IIc/IIgs and SGI.
.au	SUN Microsystems AU files.
.gsm	GSM 06.10 Lossy Speech Compression
.mp3	MP3 Compressed Audio
.ogg	Ogg Vorbis Compressed Audio.
.raw	Raw files (no header).
.wav	Microsoft .WAV RIFF files.

Event Table

Column	Description
Event	Not Active – if the current menu is not active (see the

	active period definition above) 0-9, #, * – user selection on telephone keypad Timeout – no selection received from user
Action	<ul style="list-style-type: none">○ Default – play the default prompt from the current menu○ Transfer – transfer the call to a given telephone number or extension○ Menu – start interpreting (executing) the selected menu; the user can choose from any of the available menus
Play before action	Check this box if the corresponding prompt is to be played before the action is performed
File	File Name and Path

