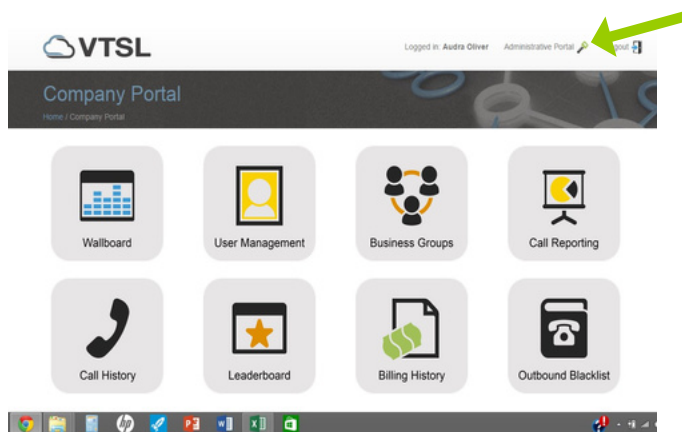


AUTO ATTENDANT

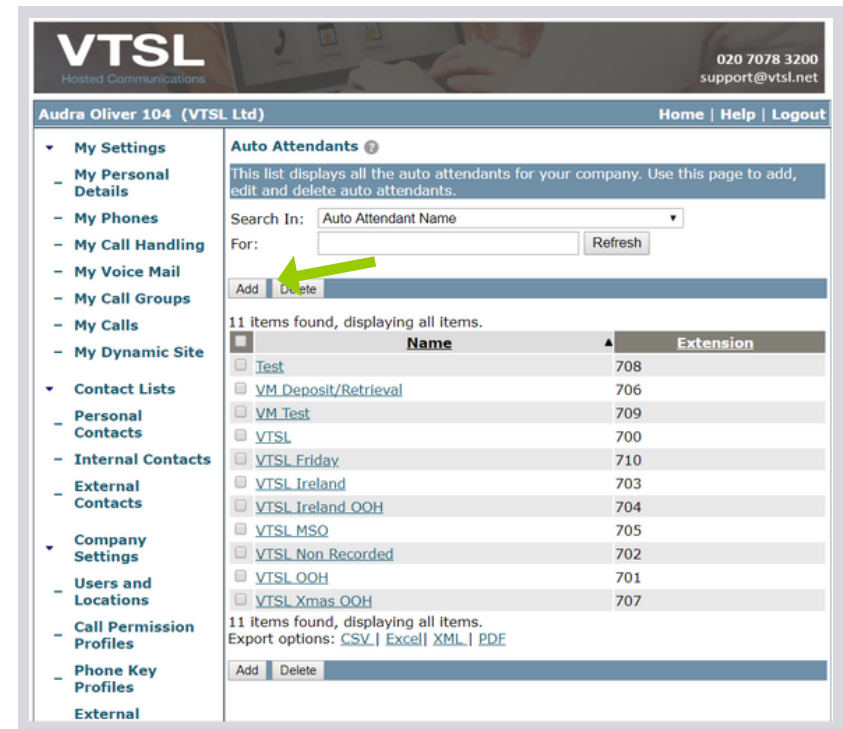
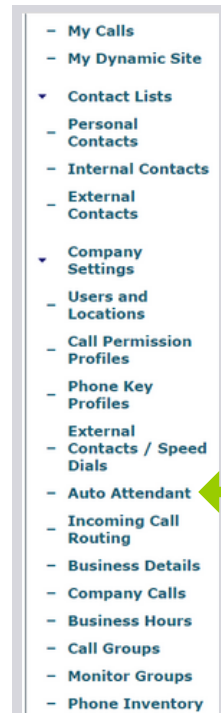
Allows callers to be automatically transferred without the intervention of an operator or receptionist.

GETTING STARTED



1. Log into your VTSL Portal. Click **Administrative Portal** at the top. Note: You will need to be an Administrator to set-up or edit Auto Attendants.

2. In the Administrative Portal, scroll down to the bottom and select **Auto Attendant** from the menu on the left.



3. To add a new Auto Attendant, press the Add button.

You can search for existing Auto Attendants by name or by extension at the top. From the list, click on the Auto Attendant you wish to edit.



CREATING YOUR AUTO ATTENDANT & RECORDING YOUR MESSAGES

Auto Attendant Details - Add Auto Attendant ? ← **READ FIRST**

Use this page to edit your auto attendant information, to enable or disable time of day greetings and to edit the menu options for your auto attendant menus.

When done select **Save**. Select **Cancel** if you don't want to make any changes.

General Information * Indicates required field

* Auto Attendant Name:

* Extension: 711

* Default Language: English

Time of Day Greeting ? ←

To enable playing of a time of day specific greeting prior to the main menu introductory prompt, check **Time of Day Greetings**. Default greetings are provided.

For customized greetings, enter the greeting text in the fields provided. This text will be displayed to guide you when you record customized greetings.

Time of Day Greetings

Morning Greeting

Afternoon Greeting

Evening Greeting

Auto Attendant Menu and Menu Options ? ←

Select a menu link to edit the selected menu. To record or re-record the prompts for a menu, select the corresponding **Record** link.

Main Menu

Save Cancel Save and Record All

4. There are 3 parts to setting up an Auto Attendant. First you will need to enter the Auto Attendant's General Information, including the extension and name. Then you will need to decide if you would like a specific greeting played prior to the Main Menu Introductory Prompt for different times of day. If you do, tick the Time of Day Greetings box. Lastly you will need to set up your menu options.

Detailed instructions for each of these three tasks can be found by clicking the (?) symbols on your screen. Please read them in order.

Please note **you will need to record your Main Menu Introductory Prompt and your menu items**. To do this, go to the *Auto Attendant Menu and Menu Options* section. Select **Record** (see red arrow on the diagram) for the auto-attendant menu you wish to record. A new window will open (below). Enter your extension and then press call. Your phone will ring and an automated system will give you instructions on how to record your message and menu items. Note that you must be using your office phone (Mitel or Poly), not a soft phone application.

Auto Attendant Menu and Menu Options ?

Select a menu link to edit the selected menu. To record or re-record the prompts for a menu, select the corresponding **Record** link.

* Main Menu Edit Record ← **Default Prompt**

Save Cancel View Expanded Tree Save and Record All

Record Prompt

Select the extension on which you wish to record your prompt then select the **Call** button. Follow the instructions heard on the phone. Select the **Close Window** button when finished.

Extension 104

Prompt

Call Close Window

