

# AUTO ATTENDANT

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

VTSL's Multi-Level Auto Attendant enables callers to transfer without the intervention of an operator. For example: *Please press 1 for Accounts, 2 for Sales and 3 for Shipping.* With VTSL, you can choose a particular department, call group, operator, desk phone, mobile phone, other Auto Attendant, and/or other locations as options for your callers to select from.

## ✓ Callers are assisted quicker

With VTSL's Auto Attendant, callers can speak directly to the required department simply with the press of a button.

## ✓ Staff work more efficiently

Staff only receive calls relevant to them, saving time.

## ✓ Options are easily managed in the portal

Adjust selection options, time of day settings and more in the VTSL Portal.

## ✓ One main phone number

There is no need for multiple published phone numbers for different departments. They can all be reached via one number.

## ✓ Calls can be routed anywhere

If your entire accounts team is out of the office, you could change the auto-attendant 'Accounts' selection to go to someone's mobile.



# CHOOSE YOUR OPTIONS

VTSL Hosted Communications
020 7078 3200  
support@vtsl.net

Audra Oliver 104 (VTSL Ltd) Home | Help | Logout

- ▼ My Settings
  - My Personal Details
  - My Phones
  - My Call Handling
  - My Voice Mail
  - My Call Groups
  - My Calls
  - My Dynamic Site
- ▼ Contact Lists
  - Personal Contacts
  - Internal Contacts
  - External Contacts
- ▼ Company Settings
  - Users and Locations
  - Call Permission Profiles
  - Phone Key Profiles
  - External

### Auto Attendant Details - Add Auto Attendant ?

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:

\* Default Language:

**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.

Easily create an auto attendant in the VTSL Portal. Choose your name, extension and whether you want the initial greeting to change depending on the time of day.

### Auto Attendant Details - Configure Main Menu for VTSL Ireland ?

To configure an auto attendant menu, select an action from the **Send Caller To** drop-down list for each of the phone keys and record the menu prompt to describe the selected action to callers. The prompt fields assist you in developing the content for your custom menu prompts. The text you type here is displayed as a guide for you to read when recording.

When done select **Save** or **Save and Record Menu Prompts**. If you are recording, you will be asked to enter the extension of the telephone from which you will be making the recording. Select **Cancel** if you don't want to make any changes.

\* Indicates required field

\*Menu Name:

Introductory Prompt:

\* Language:

	Key Send Caller To	Details	Wording for Prompt
1	Call Group	VTSL Ireland Sales	
2	Call Group	Ireland Accounts	
3	Call Group	Provisioning	
4	Call Group	Helpdesk	
5	User	107-Erangey Adrian	
6	Invalid Key		
7	Invalid Key		
8	Invalid Key		
9	Invalid Key		
0	Invalid Key		
*	Invalid Key		
#	Invalid Key		

Play menu prompt  times. If no menu option is selected, send caller to:

Create up to 12 different menu options for callers to choose from. Callers can be sent to an extension, call group, a individual phone number and more. 'Details' describe the options, and 'Wording for Prompt' allows you to write what you want to say when you do your recording. Your recordings are done on your office phone and you are guided through instructions.

