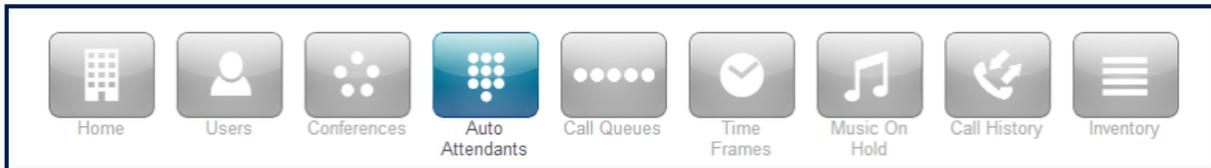


# How do I create an Auto Attendant?

## In this article:

- Adding an Auto Attendant
- Recording Greetings and Prompts
- Viewing Auto Attendant List



The **Auto Attendant** answers with a greeting and then prompts the caller with a list of options. Multiple auto attendants can be stored in the system and programmed to answer at different times such as work hours, after hours or holidays. The auto attendant is attached to an extension which cannot be changed. It is a good idea to have one or more time frames ready before creating your auto attendant and its introductory greeting.

## Adding an Auto Attendant

To add a new Auto Attendant select **Add Attendant**.

**NOTE:** Please create new auto attendant with system users (extension) within the 9000 ranges.

**Add an Auto Attendant** ✕

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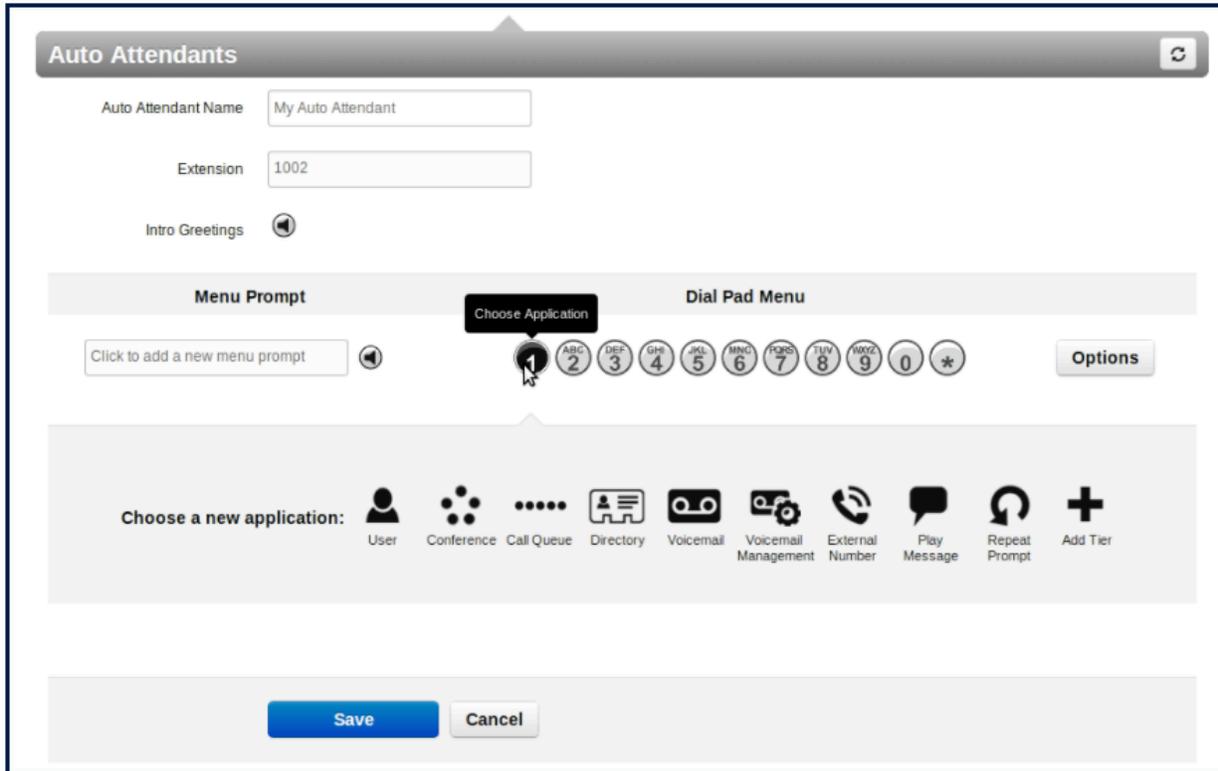
Name

Extension   
**Note:** Extension cannot be changed

Time Frame

Enter the name you would like the attendant to be called and the extension you want the attendant to be associated with. **Time Frames** determine specific hours of certain days or a span of days the auto attendant will be active. For example, Monday-Thursday 5pm-8am, or July 7–July 25. Select the *default (all the time)* time frame. Click Continue.

**NOTE:** If this auto attendant will play during a specific timeframe, that timeframe needs to be created, and then added on the answering rules of the user you will be adding it to not on this section of the auto attendant.

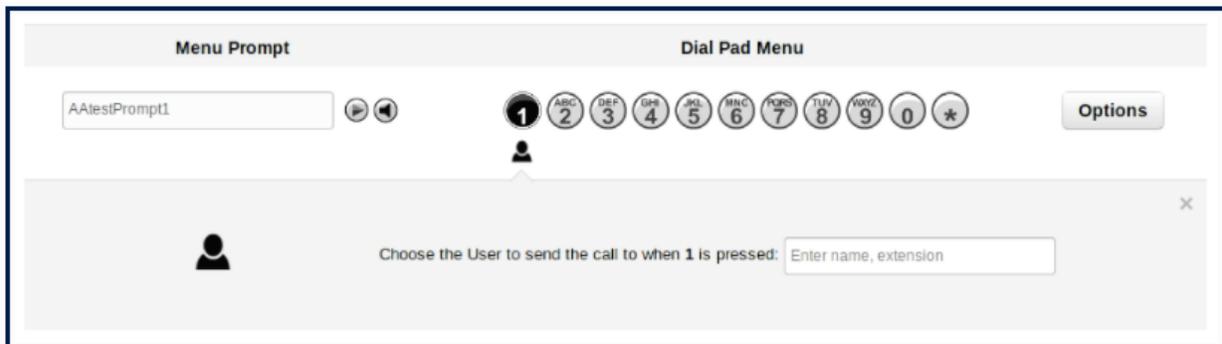


An **introductory greeting** is an automated answering option that will provide callers with a greeting followed by some brief information. Example *Hello. Thank you for calling ActivePBX. You have reached us after hours. Please stay on the line for more options.* If you would like an introductory greeting click the speaker icon next to **Intro Greetings**. If there is no introductory greeting the call will transfer directly to the menu prompt.

A **Menu Prompt** is a recorded description of the options and their assigned numerical keys. A **best practice** is to choose the options first, then write a script and record it (The prompt text box and options can't be seen when the manage audio screen pops up).

The **options** menu is displayed by hovering the cursor over a phone key button. Clicking on the application will display a dialog box with the following options:

1. **User** displays a text box to be filled with the user extension the call will be routed to.



Typing in the text box will display a drop-down list of available users to choose from. Clicking on the gray X will delete the option and make the button available for re-use.

2. **Conference** displays a text box to be filled with the bridge name and user extension

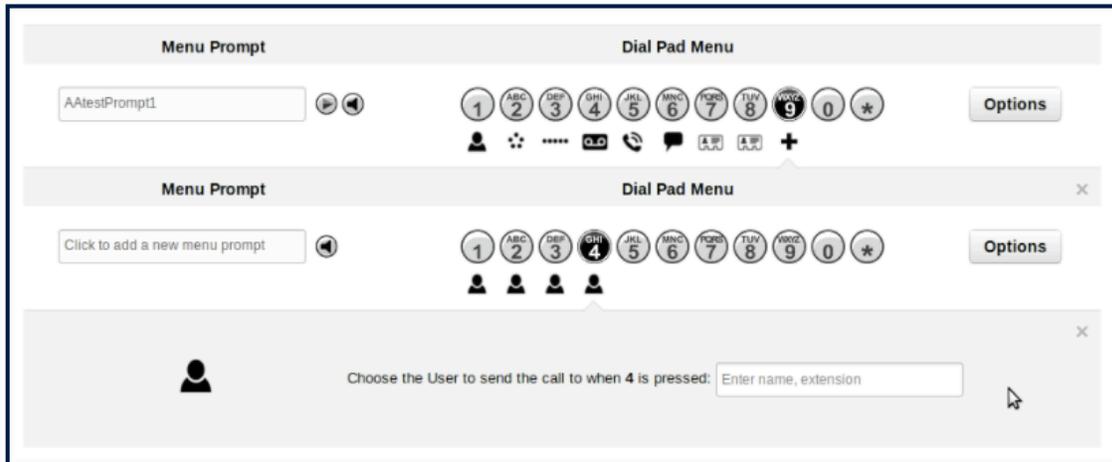
Typing in the text box will display a drop-down list of available conferences to choose from.

3. **Call Queue** displays a text box with drop-down and several options. The announcement for caller's option uses settings entered when creating the call queue.

4. **Directory** provides an auto directory using the phone's auto voice with numbers and names recorded when adding the users.
5. **Voicemail** transfers callers directly to a given voice mail extension chosen from the drop-down menu displayed by typing in the text box.

6. **Voicemail Management** prompts the caller for an extension number and password to check messages and manage voicemail by phone.
7. **External Number** will transfer to an outside line such as a home or cell phone.
8. **Play Message** will play a recorded message or mp3/wav file then transfer to another option, hang-up or repeat the prompt

9. **Add Tier** makes it possible to have another auto attendant accessed by a key option. Example: Dial 9 to get to the next level



## Recording Greetings and Prompts

**Intro greetings** can be mp3's, wave(.wav) files or voice recordings. When the intro is finished, the call transfers to the auto attendant and its prompt. The **menu prompt** describes what options are available via the number keys and can also be recorded or uploaded from a file. EXAMPLE: *For the directory press 1, for sales press 2, for accounting press 3* answering rules. Click on **Add Greetings**

**Manage Greetings** ×

New Greeting  Upload  
 Record

Call me at

Time Frame

[Call](#)

To record a greeting select the record button then choose the extension to record the call from. If your extension is already showing in the text box, be sure to click or cursor your choice to save it. Do the same for the time frame. Use default (all the time).

**Manage Greetings** ×

New Greeting  Upload  
 Record

[Browse](#)

Time Frame

[Upload](#)

\* This field is required  
 \* .MP3 or .WAV only

To upload a greeting select the upload button. The browse button will bring up a file picker window. Pick an mp3 or WAV file from any source. Use default (all the time). Be sure to click or cursor in the box to save the time frame.

**Menu prompt** is added in a **manage audio** box that works almost the same way as **managing greetings**. There are options to upload or record and a text box to add notes.

## Viewing Auto Attendant List

Once your Auto Attendant(s) have been added, you can manage the list by selecting the Auto Attendant Tile in the Menu bar. The Auto Attendant list will display the names given to the Auto Attendants, the extensions associated, as well as the edit and delete buttons.

You can edit the Auto Attendant settings by selecting the Name or the Edit (pencil) button:

