

Auto Attendant User Guide (Easy Attendant)

An Auto Attendant will quickly direct your callers to the appropriate person or information they are looking for while still maintaining that personal touch by always allowing them reach a live person. You have full control over how calls are routed to ensure your business needs are met. The Auto Attendant can be changed at anytime through an easy to use web interface.

Managing Your Auto Attendant Online:

To manage your Auto Attendant settings via the web interface:

- Visit www.voicemail.wcvt.com.
- Enter 10-digit Auto Attendant number and password.



Managing Your Auto Attendant Via The Telephone User Interface

- Dial 802-434-8000.
- Enter your 10-digit Auto Attendant number and password.

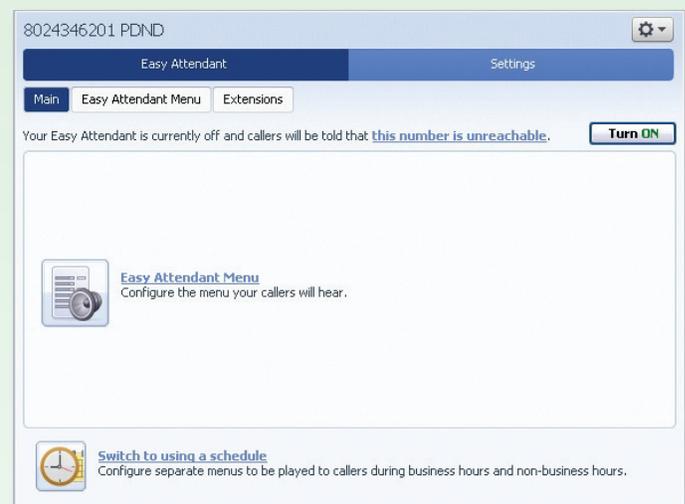
Setting Up Your Auto Attendant For The First Time

Login to your Auto Attendant at www.voicemail.wcvt.com. From the initial screen you have two choices on how you want to setup your Auto Attendant: Single Menu, or Schedule Mode (you can switch between schedule and single menu mode once should your requirements change).

- **Single Menu:** In single menu mode callers are always offered the same options when your Auto Attendant is turned on. You can also control what happens to calls when your Auto Attendant is turned off, either by specifying the number to which calls should be forwarded, or playing an announcement that informs callers that the number is unreachable.
- **Schedule Mode:** In schedule mode callers hear different options during business and non-business hours (which you set in a schedule).

Configuring your Auto Attendant menu(s)

Your Auto Attendant menu configuration determines what options your callers are offered, and what announcements they hear. If you have selected Schedule Mode you will need to configure two separate menus: your, "Business Hours Menu" and your "Non-Business Hours Menu".



The configuration for an Easy Attendant menu consists of the following:

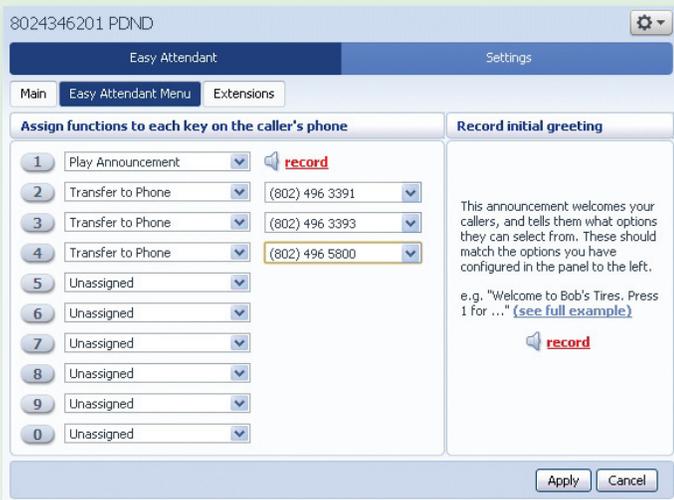
An initial greeting that you must record. This is the first thing that callers hear when your Easy Attendant answers the call. This initial greeting welcomes your callers, and tells them what options are available—for example:

"Welcome to Bob's Tires. 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. Or, press 0 to speak with our receptionist."

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The following instructions describe how to set up your Easy Attendant menu. If you have separate business and non-business hours menus, you will need to repeat these steps for each of them.

- **Step 1.** Click on the Easy Attendant Menu configuration screen.
- **Step 2.** Configure the options that you want to offer to your callers.
- **Step 3.** Be sure to click "Apply" to save your settings and apply any changes you have made when you are done.



The menu configuration screen lists the keys 1-9 and 0. You will see a dropdown box along side each key where you can select the action that will occur when a caller presses that key on their phone. After you have set up your configuration, you can change it at any time by reassigning keys or updating announcements. If you change the options that you offer to your callers, remember to re-record your initial greeting as well.

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 2, you would assign 2 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 be played a message that you have recorded.
- **Transfer to phone** – Caller is transferred to a phone number of your choice. For example, you might want to allow callers to "press 4 to speak to a "sales representative". You must also enter the phone number you wish to transfer to.
- **Dial by extension** – Caller can choose who they want to speak to within your organization by dialing an extension number. If you assign a number to "dial by extension," you must also set of extensions that your callers can enter and the 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.* Be sure to give your callers suitable instructions as part of your greeting. For example, if you assign 4 to, "dial by extension," then your initial greeting should include wording similar to: "if you know the extension of the person you require, press 4, and then enter the extension followed by the pound key."
- **Dial by name** – Callers can choose who they want to speak to within your organization by dialing their name. If you assign a number to dial by name, you must also do define the set of extensions that your callers can enter, their names and the 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.* Be sure to give your callers suitable instructions as part of your greeting. For example, if you assign 4 to, "dial by name," then your initial greeting should include wording similar to: "if you know the name of the person you require, press 4, and then enter the name followed by the pound key."
- **Transfer to voicemail** – A caller will be transferred directly to a voice mailbox of your choice. For example, you might want to allow callers to "press 5 to leave a message for one of our sales team". 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 dropdown. The number you enter must be the 10 digit phone number of a mailbox on the WCVT voice mail system.

Recording Your Greetings

Recording your greetings via 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 802-434-8000 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 by following the prompts. 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.

Get Help Every Step of the Way

It can be challenging to find the right solutions. Waitsfield and Champlain Valley Telecom has people with the knowledge and experience to guide you.

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