

Adding an auto attendant

November 2022

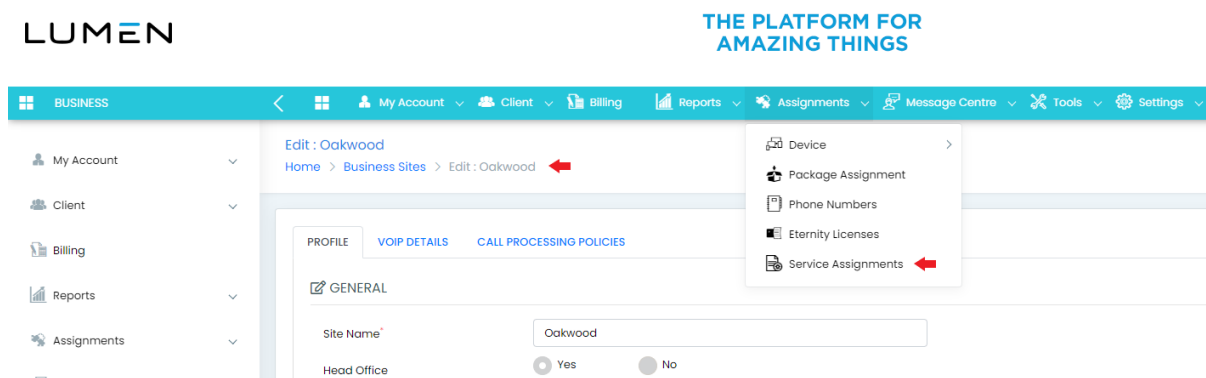
Adding an auto attendant at site

If the Auto Attendant requires a PSTN ensure a number is assigned at site level, for more detail refer to the Number Assignment guide

An Auto Attendant is assigned at Site level.

- Select the Site the Auto Attendant is going to be created in -

Client -> Business Site -> 'Assignments'(Top Menu) > 'Service Assignments'



Select ADD

Select the **BW-Auto Attendant - Multi Level** from the Service drop box

Select ADD

At site level select the business/site ('Client' -> 'Business Site') and then from the top menu select 'Assignments' -> 'Service Assignments'

- **Instance ID** - this is normally the telephone number to avoid conflicts with other users
- **Instance Name**
- Description
- **Calling Line ID First Name** - will indicate Auto Attendant number the call is coming in on.
- **Calling Line ID Last Name** - will indicate Auto Attendant number the call is coming in on.
- Select the VoIP Telephone number or extension only
- **Extension number for the Auto Attendant.**

Check that the Language and Time Zones are correct. For **'Time Schedule'** if you don't want to set any opening/closing hours, this can be left as **'Every Day All Day'**. If you do want to have different routing for after hours, when you set a Time Schedule it needs to be set with your opening hours. For **'Holiday Schedules'** please see our guide on Setting Holidays & Out of Hours service.

Now press SAVE

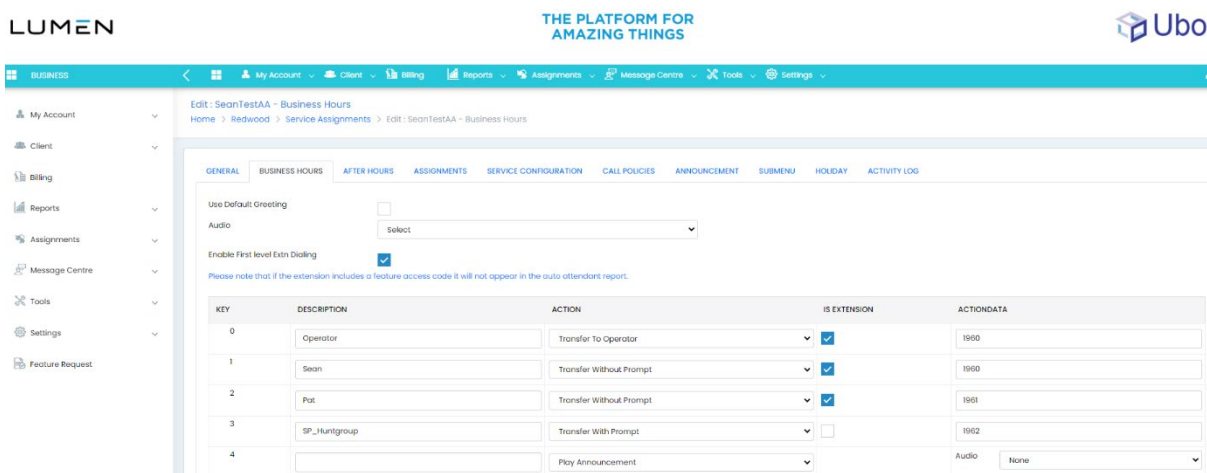
[🔗](#) BW-AUTO ATTENDANT - MULTI LEVEL

| | | |
|---------------------------------|---------------------------------|---|
| Instance ID* | 03306051963@voice.uk.level3.com | <input type="checkbox"/> Change Instance ID |
| Instance Name* | SeanTestAA | |
| Description | Nothing | |
| Calling Line ID First Name* | Sean | |
| Calling Line ID Last Name* | testAA | |
| VoIP Number | +443306051963 | |
| Extension* | 1963 | GET NEXT EXTENSION |
| Language | English | |
| Time Zone | (GMT +01:00) Europe/London | |
| Business Hours | Every Day All Day | |
| Enable Video | <input type="checkbox"/> | |
| Scope Of Extension Dialing | Department | |
| Scope Of Name Dialing | Department | |
| Name Dialing Entries | LastName + FirstName | |
| Transfer to the operator after* | 10 | seconds of inactivity. |
| Charge Department | None | |

Configuring your Auto Attendant

Once the Auto Attendant has been set up you will need to go back into the service to set the call routing. In **'Service Assignments'** select the new Auto Attendant you have just built.

From the top tabs, select **'Business Hours'**. On this screen you need to enter what happens to calls during business hours when the caller presses 1, 2, 3 etc. Calls can be sent to individual extension numbers, hunt groups, call queues, voicemail, recorded announcements and even external numbers (remember you pick up the cost of the diverted leg of the call when it's sent to an external number).



If you want a personal greeting to be played, upload this into the Announcement Repository (you can easily record your greeting on any smart phone and upload to your desktop). Then uncheck the **'Use Default Greeting'** and select the required greeting from the drop down box. If you want callers to be able to dial someone if they know their extension, tick the 'Enable First level Extn Dialing' box.

If you want one of the options to forward calls to voicemail the phone number needs to be *55xxxx where xxxx is the extension number of the voicemail box you want to divert to. This may be an individual's voicemail box but you can also set up a voicemail box just for the Auto Attendant.

You can add the service in the **'Service Assignments'** tab.

Repeat this for the **'After Hours'** tab if required.

The **'Service Assignments'** tab details all the services allocated to the Auto Attendant. If you want to add anything just tick the corresponding box and press Save.

The **'Service Configuration'** tab allows you to configure the services you have selected e.g. voicemail, call forwards, pre-alert announcement.

The **'Call Policies'** tab allows you to customise how you want the CLI to present. Most people generally leave the default settings.

In the **'Announcement Repository'** you can upload your personalised welcome greeting and any announcements you want the callers to hear depending on the options given.

The **'Activity Log'** shows you any changes that have been made to the AA, who has carried these out and the date.