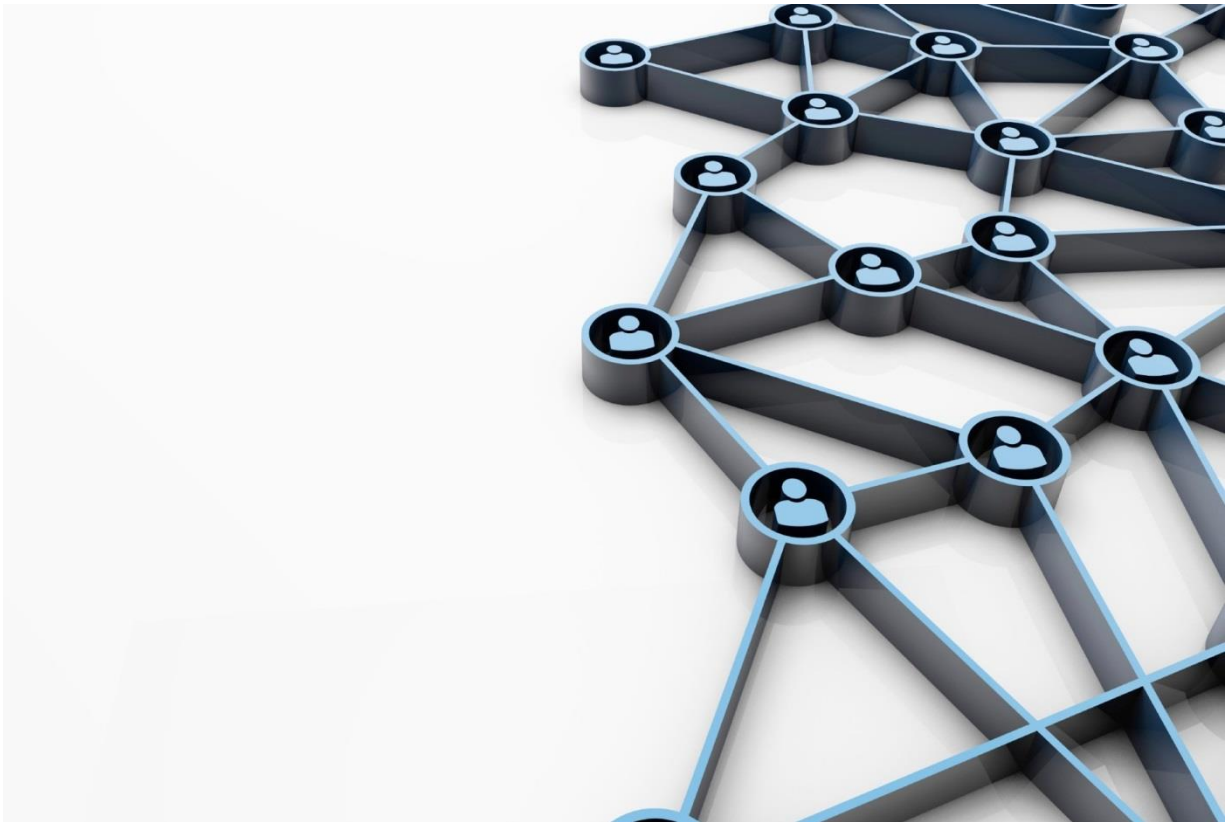


Auto Attendant

Administrator Guide



Version 1.1
August 3, 2018

Revision History

Revision	Date	Description	Initials
1.0	8/21/17	First published version.	CS
1.1	8/3/18	Revised version for new interface (EAS 9.4)	CS

Purpose

Refer to this guide to learn how to use NHC Premium Auto Attendant.

Audience

Information in this document is for people who use NHC newVoice Hosted PBX telephone systems.

Reference

Refer to the guide below for more information about NHC phone systems:

Product Guide for newVoice Hosted PBX

Contents

Overview	4
What Does an Auto Attendant Do?	5
Operation	5
Menu, Schedule, and Direct Dial	6
Auto Attendant – Login	7
Getting Started	9
Main Screen	13
Configure Schedules	14
Add a New Time Period	15
Define a Schedule	19
Create a Menu for a Period	20
Assign Menu to Period	22
Menus	23
Menus – General	24
Menus – Keys	25
Menus – Timeout	27
Menus – References	28
Announcements	29
Announcement Icons	31
Add a New Announcement	32
Extensions	34
Spoken Name	35
Add Business Group Extensions	36
Advanced	38
Default Keys	39
Error Handling	40
Other Settings	41
Activation Status	42
Options When Auto Attendant Is Off	43
Premium Attendant vs. Easy Attendant	44
Premium Attendant	44
Easy Attendant	45

Overview

This quick reference guide covers the following topics related to Premium Auto Attendant:

- What is an Auto Attendant?
- Time and Day Routing
- Auto Attendant Log In
- Premium Attendant Icons
- Premium Offering
- Getting Started
- Main Screen
- Configuring Schedules
- Menus
- Announcements
- Extensions
- Advanced Features
- Error Handling
- Settings
- Options When Auto Attendant Is Off
- Help

What Does an Auto Attendant Do?

An auto attendant is an automated answering system which provides a caller with options to select from, and then executes the option selected by the caller. Auto attendants mostly transfer callers to a destination without intervention of an operator or receptionist. Many auto attendants also offer a simple menu system: *for sales, press 1; for service, press 2*, and so on. Most auto attendants also allow callers to reach a live operator by dialing a number, usually 0.

Operation

The diagram below illustrates how the attendant transfers calls:



Sample auto attendant message:

Thank You for calling Bob's Fish Mart. We are open from 10 am to 9pm Monday through Friday.

To speak to Customer Service, please press 1. For the Fish Department, please press 2. For directions, please press 3. For our dial by name directory, please press 4. If you know your party's extension, please press pound, followed by the extension.

Menu, Schedule, and Direct Dial

Auto Attendant is intended for business group customers who want to provide an automated means of directing incoming calls to the appropriate person within the organization, typically to offload this task from a receptionist.

The service comprises four main elements:

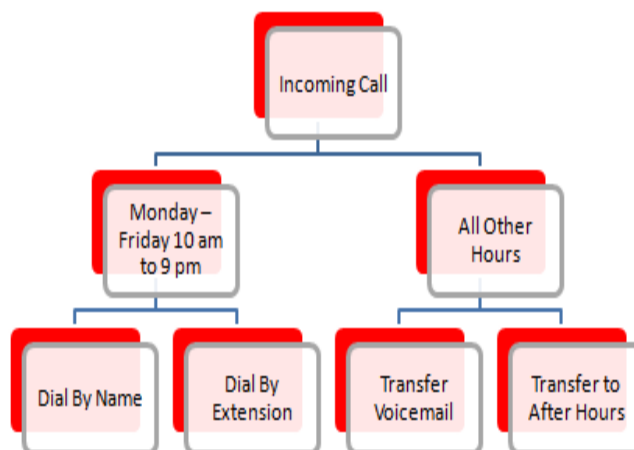
- A hierarchy of menus that enable callers to choose from a list of options. These options direct the caller to the most appropriate department or person within the organization to handle that type of call, or to a number outside the business group if appropriate.
- A schedule of business hours and holidays that controls the presentation of menus, so you can present a different set of announcements and menus outside business hours, and during defined special days.
- A call routing capability that enables callers to reach a person in the organization directly by entering the individual's extension.
- A dial-by-name capability that enables a caller to reach a person in the organization directly by entering the first few letters of the individual's name.

You can create different menus for different times of the day and week. These menus play according to a pre-defined schedule you create. For example:

Welcome to Bob's Fish Mart. Unfortunately, we are currently closed. To hear directions to our store, press 1. To hear our operating hours, press 2. If you wish to leave a message, press 3. We will call you back as soon as possible.

After you set up Auto Attendant and record necessary announcements, the attendant automatically plays the correct menu for callers, depending on when the call comes in.

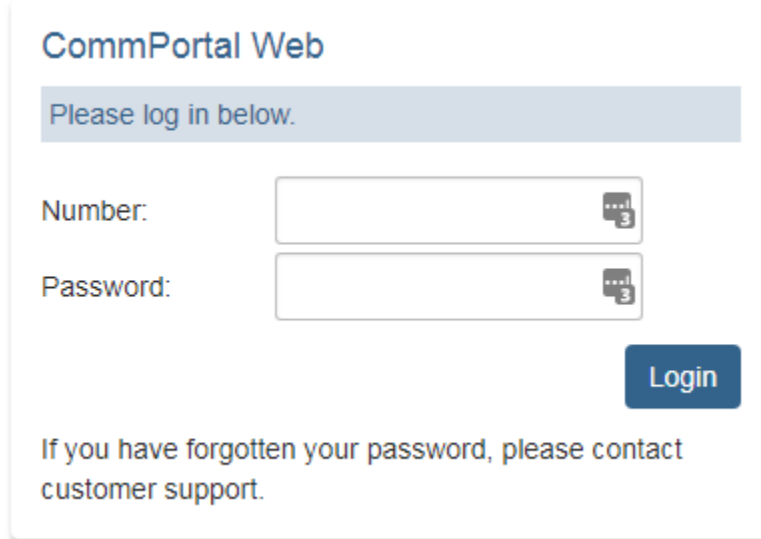
The flow chart below illustrates how the attendant handles calls in one way during business hours, and another way after business hours.



Auto Attendant – Login

Log into Auto Attendant via NHC's CommPortal. Follow these steps:

1. Point your browser to <https://commportal.nhcgrp.com/>.



The image shows a screenshot of the 'CommPortal Web' login interface. At the top, the title 'CommPortal Web' is displayed in blue. Below it, a light blue banner contains the text 'Please log in below.' in blue. The main form area has two input fields: 'Number:' and 'Password:'. Each field has a small icon to its right that looks like a speech bubble with the number '3' inside. Below the password field is a blue 'Login' button. At the bottom of the form, there is a line of text: 'If you have forgotten your password, please contact customer support.'

2. Enter the number assigned to the Premium Auto Attendant.
 3. Enter the default CommPortal password the first time you log in.
- After you log in, CommPortal prompts you to change your password.

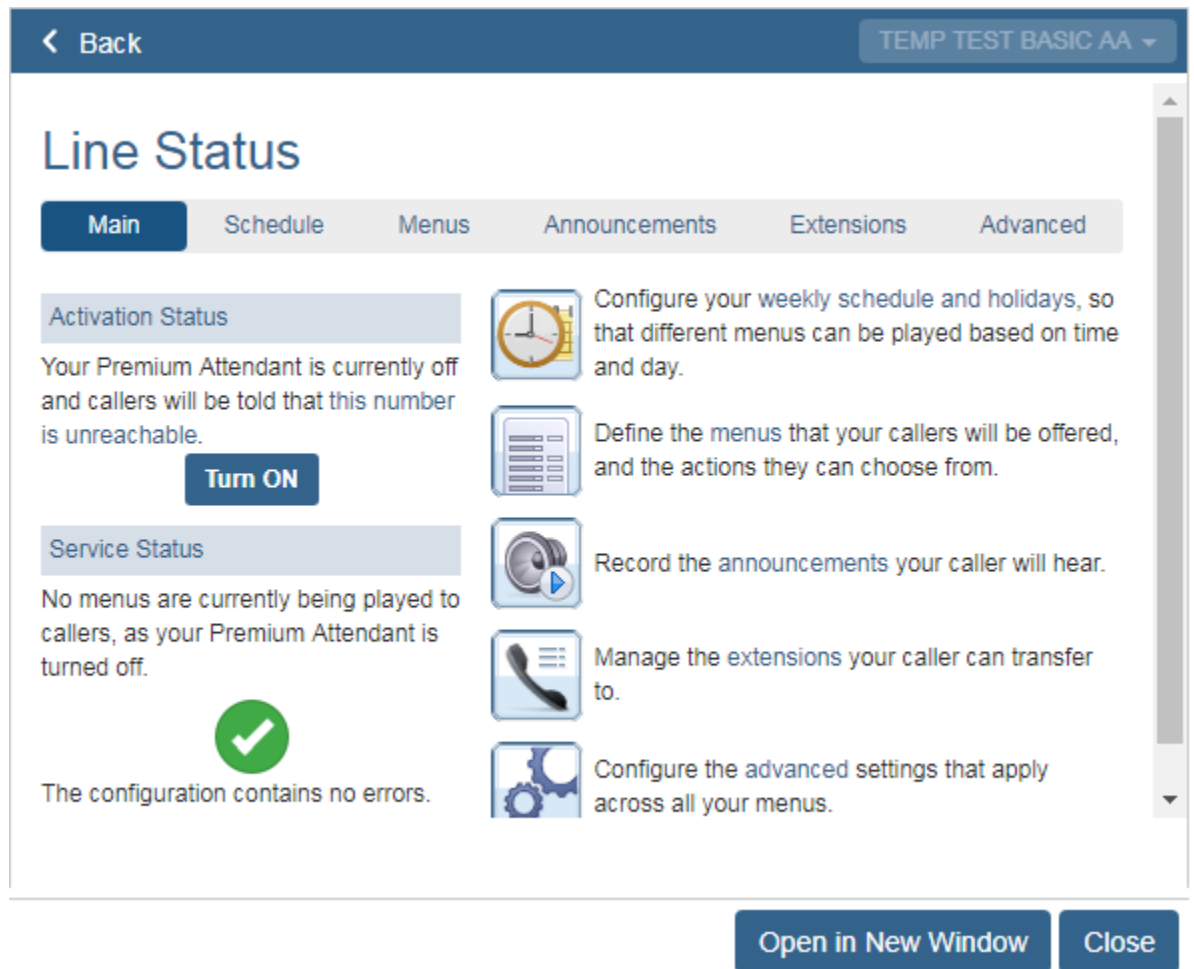
Alternately, log into CommPortal as an administrator, then open Auto Attendant's main screen:

1. Point your browser to <https://commportal.nhcgrp.com/bg/>.
2. Enter your administrator's credentials in the *Number* and *Password* fields.
3. In the administrative portal, enter *auto* in the *Search For...* field above the list of phone numbers.

All numbers configured as Auto Attendant numbers appear.

4. Click the *Actions* drop-down list on the right for the desired Auto Attendant number.
5. Select *View attendant settings* from the list.

The Auto Attendant Main screen opens.



Getting Started

To set up an auto attendant, first open the Line Status pane for the desired attendant:

1. Log into your Business Group Admin Portal:

The screenshot displays the Business Group Admin Portal interface. At the top, the header reads "Business Group Admin Portal" with a user profile "Steven Greffenius" and a dropdown arrow. On the left is a dark blue sidebar navigation menu with the following items: Home, Groups (with sub-items: Hunt Groups (MLHGs), Sim-Ring Groups (MADNs), Call Pickup Groups, and Supervisor Dashboard), All Lines (with sub-items: Users, Attendants, Group Access, and Phones), Services (with sub-items: Departments, Short Codes, Account Codes, Extensions, Call Logs, Music on Hold, and Misc. Settings), Help, and Send Feedback. The main content area is light blue and divided into three sections: "Groups", "All Lines", and "Services". The "Groups" section includes a description of call handling and four icons: Hunt Groups (MLHGs), Sim-Ring Groups (MADNs), Call Pickup Groups, and Supervisor Dashboard. The "All Lines" section includes a description of line details and four icons: Users, Attendants, Group Access, and Phones. The "Services" section includes a description of business services and seven icons: Departments, Short Codes, Account Codes, Extensions, Call Logs, Music on Hold, and Misc. Settings.

Business Group Admin Portal Steven Greffenius ▾

Home

Groups

- Hunt Groups (MLHGs)
- Sim-Ring Groups (MADNs)
- Call Pickup Groups
- Supervisor Dashboard

All Lines

- Users
- Attendants
- Group Access
- Phones

Services

- Departments
- Short Codes
- Account Codes
- Extensions
- Call Logs
- Music on Hold
- Misc. Settings

Groups

Groups can be used to manage how calls are handled for a selection of callers. Hunt Groups will pass calls to the next available member. The Supervisor Dashboard helps you monitor these. Sim-Ring Groups will ring all available members together when the external number is dialed. Call Pickup Groups allow lines to answer each other's calls.

[Hunt Groups \(MLHGs\)](#) [Sim-Ring Groups \(MADNs\)](#) [Call Pickup Groups](#) [Supervisor Dashboard](#)

All Lines

The All Lines pages provide access to details of all lines in the business group. These can be filtered by User Lines, Attendants and Group Access Lines. Manage the phones in your Business Group and assign them to lines from the Phones page.

[Users](#) [Attendants](#) [Group Access](#) [Phones](#)

Services

To configure and manage further business services on your lines, select an option below.

[Departments](#) [Short Codes](#) [Account Codes](#) [Extensions](#)

[Call Logs](#) [Music on Hold](#) [Misc. Settings](#)

- Click **Attendants** in the left menu, or click the Attendants icon under All Lines.

The Attendants pane opens:

Business Group Admin Portal

Test Line 1 ▾

Attendants in Department:

View All ▾

Move selected to:

--Select Department-- ▾

Move

<input type="checkbox"/> Telephone Number	Ext.	Name	Department
<div>Search for...</div> <div>in any field ▾</div>			
<input type="checkbox"/> (305) 697 4298		<div>☰</div> <div>★</div> <div>Premium Test New Horizon Co...</div>	None Actions ▾
<input type="checkbox"/> (595) 222 0839		<div>☰</div> <div>★</div> <div>Easy Test New Horizon Comm...</div>	None Actions ▾

- Click the *Actions* drop-down list for the desired Auto Attendant number, then select *View attendant settings*:

Business Group Admin Portal

Test Line 1 ▾

Attendants in Department:

View All ▾

Move selected to:

--Select Department-- ▾

Move

<input type="checkbox"/> Telephone Number	Ext.	Name	Department
<div>Search for...</div> <div>in any field ▾</div>			
<input type="checkbox"/> (305) 697 4298		<div>☰</div> <div>★</div> <div>Premium Test New Horizon Co...</div>	None
<input type="checkbox"/> (595) 222 0839		<div>☰</div> <div>★</div> <div>Easy Test New Horizon Comm...</div>	None

View attendant settings

Edit personal details

Reset line

Unlock account

The attendant's Home pane appears:

Home

Premium Test ▾

Line Status


Your Premium Attendant is currently off and callers are being forwarded to (781) 290 4684.

No menus are currently being played to callers, as your Premium Attendant is turned off.

Turn ON

Open Attendant Settings

Your Services



Call Settings

Open in New Window

Close

- Click **Open Attendant Settings** on the right.

The Main tab of the Line Status pane appears:

Back

Premium Test

Line Status

Main

Schedule

Menus

Announcements

Extensions

Advanced


Activation Status

Your Premium Attendant is currently off and callers are being forwarded to (781) 290 4684.


Turn ON


Service Status


No menus are currently being played to callers, as your Premium Attendant is turned off.





The configuration contains no errors.

 Configure your weekly schedule and holidays, so that different menus can be played based on time and day.

 Define the menus that your callers will be offered, and the actions they can choose from.

 Record the announcements your caller will hear.

 Manage the extensions your caller can transfer to.

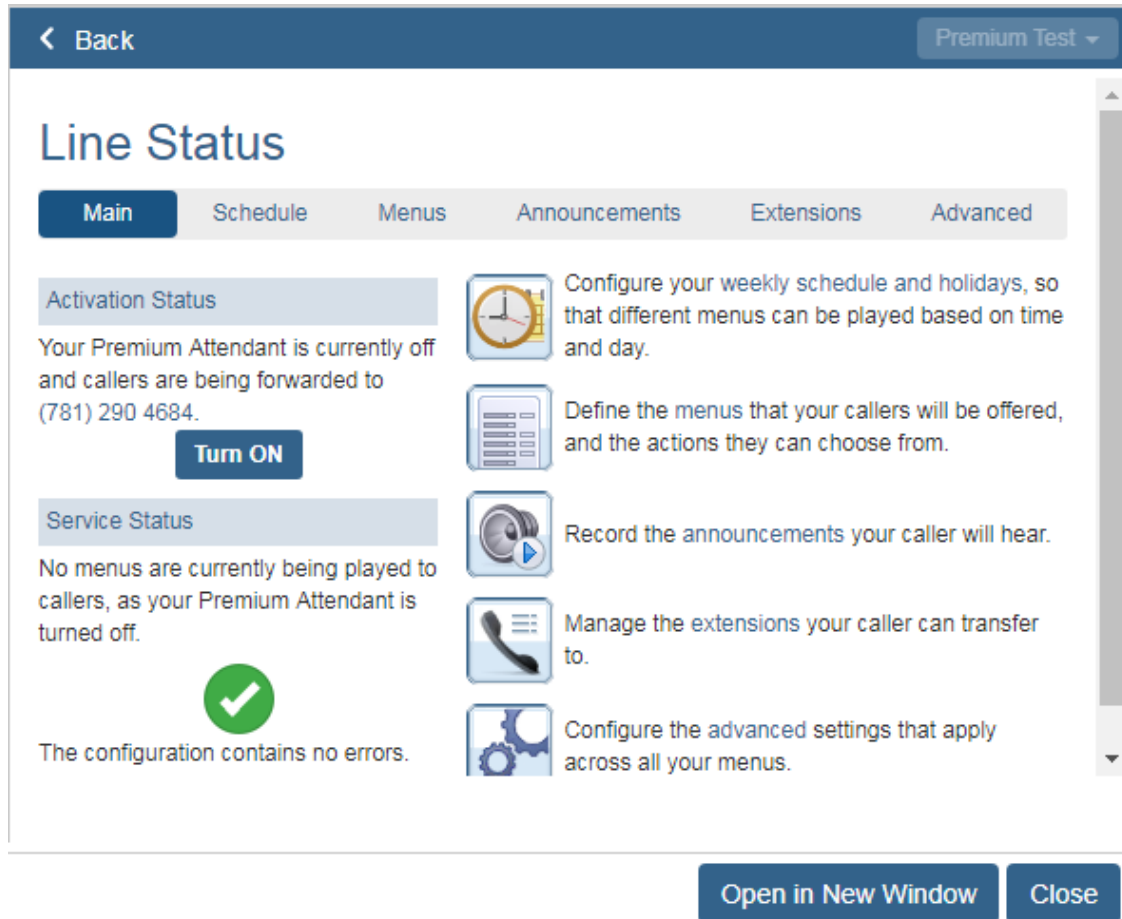
 Configure the advanced settings that apply across all your menus.

Open in New Window

Close

Main Screen

Auto Attendant's Main tab appears below:



Using the Main screen's tabs and controls, you can accomplish these tasks:

- Turn Auto Attendant on or off.
- Configure the attendant's schedule.
- Configure menus offered callers during different periods you create.
- Record announcements your callers hear, for menu options that require announcements.
- Configure extensions your callers dial if you offer these options:
 - Dial by Extension
 - Dial by Name
 - Voicemail by Extension
 - Voicemail by Name
- Change default settings for keys used in your menus.
- Change the way Auto Attendant handles errors.

Configure Schedules

You can configure up to eight Auto Attendant schedule periods.

For example, you might create:

- One schedule for normal business hours.
- A second schedule to cover the lunch period.
- An out-of-hours schedule for when your business is closed.

Create a separate menu for each of the schedules you define.

Auto Attendant's Schedule tab appears below:

Back
Premium Test

Line Status

Main
Schedule
Menus
Announcements
Extensions
Advanced

Add New Period
Rename
Delete
Apply
Cancel

Periods

Lunch
Weekend
Working Hours
All other times
Special Days

Weekend

During this period, use this menu: Weekend Menu

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							

Open in New Window
Close

14

Add a New Time Period

To add a new time period for your Auto Attendant's schedule:

1. Click the Schedule tab in Auto Attendant's Line Status pane:

Line Status

Back Premium Test

Main **Schedule** Menus Announcements Extensions Advanced

Add New Period Rename Delete Apply Cancel

Periods

Lunch

During this period, use this menu: Lunch Menu

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							

Open in New Window Close

2. Click **Add New Period** at the upper left.

A dialog box prompts you to enter a name for the new period:

Choose a name for this new period.

For example, you might choose "Lunch" or "Working Hours".

Name:

OK Cancel

3. Enter the period's name, then click **OK**.

The new period, named Off Hours in this example, appears in the Schedule tab under Periods. Until you apply a menu, the period name displays an error icon:

Back
Premium Test


Line Status

Main
Schedule
Menus
Announcements
Extensions
Advanced

Add New Period
Rename
Delete
Apply
Cancel

Periods

Lunch

 Off H ours

Weekend

Working Hours

All other times

Special

Off Hours

During **this period**, use this menu: Select menu...

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							

Open in New Window
Close

4. Select a menu from the *Select menu...* drop-down list above the schedule on the right, then click **Apply** at the upper right.

The new period appears in the Periods list on the left:

Back
Premium Test

Line Status

Main
Schedule
Menus
Announcements
Extensions
Advanced

Add New Period
Rename
Delete
Apply
Cancel

Periods

Lunch
Off Hours
Weekend
Working Hours
All other times
Special Days

Off Hours

During **this period**, use this menu:
Weekend Menu

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							

Open in New Window
Close

To remove a period from the Periods list:

1. Select the desired period in the Periods list.
2. Click **Delete** above the schedule.

A dialog box prompts you to confirm delete:

Confirm delete

All times covered by this period will now be covered by 'All other times'. The menu referenced by the period is unaffected.

OK

Cancel

3. Click **OK**.

The period no longer appears in the Periods list.

Define a Schedule

To define a weekly schedule:

1. Click the Schedule tab in Auto Attendant's Line Status pane.
2. Select the desired period in the Periods list.
For example, select **Lunch** in blue.
3. Click the desired lunch hours in the schedule on the right.

In the example below, Lunch is set for 12:00 – 1:00 PM, Monday through Friday.

The screenshot shows a web interface for defining a schedule. At the top, there is a 'Back' button and a 'Premium Test' dropdown. Below this, the 'Periods' list on the left includes 'Lunch' (selected), 'Weekend', 'Working Hours', 'All other times', and 'Special Days'. The main area displays a weekly schedule grid for the 'Lunch' period. The grid has columns for days of the week (Mon-Sun) and rows for time slots (1 am to 4 pm). The 'Lunch' period is highlighted in blue for Monday through Friday from 12:00 pm to 1:00 pm. Other periods are highlighted in green (Weekend) and red (Working Hours). At the bottom right, there are 'Open in New Window' and 'Close' buttons.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am	Green					Green	Green
2 am	Green					Green	Green
3 am	Green					Green	Green
4 am	Green					Green	Green
5 am	Green					Green	Green
6 am	Green					Green	Green
7 am	Green					Green	Green
8 am	Green					Green	Green
9 am	Green					Green	Green
10 am	Red	Red	Red	Red	Red	Green	Green
11 am	Red	Red	Red	Red	Red	Green	Green
12 pm	Blue	Blue	Blue	Blue	Blue	Green	Green
1 pm	Red	Red	Red	Red	Red	Green	Green
2 pm	Red	Red	Red	Red	Red	Green	Green
3 pm	Red	Red	Red	Red	Red	Green	Green
4 pm	Red	Red	Red	Red	Red	Green	Green

4. Click **Apply** at the upper right when desired periods are in place.

Select **All other times** in the Periods list for hours and days not defined in any of your other periods. This category appears white on your weekly schedule.

Select **Special Days** in the Periods list to designate public holidays and other special days when your business is closed.

Create a Menu for a Period

To create a menu for a period:

1. Click the Schedule tab in Auto Attendant's Line Status pane.
2. In the *Select menu...* drop-down list above the weekly schedule, select *Create New Menu...*

Line Status

Back Premium Test

Main Schedule Menus Announcements Extensions Advanced

Add New Period Rename Delete Apply Cancel

Periods

Lunch

During this period, use this menu: Select menu...

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							

Open in New Window Close

Note: Create New Menu... is available in the *Select Menu...* drop-down list only when Auto Attendant is off. Turn Auto Attendant on and off in the Main tab.

A dialog box prompts you to choose a name for the new menu:

Choose a name for the new menu.

You may also provide a description.

Name:

Description

Cancel

OK

3. Enter a name for the new menu, and if desired, a description. Then click **OK**.
For example, name the menu *Working Hours Menu*, if you plan to assign it to the Working Hours period in the schedule.
The new menu name appears in the *Select Menu...* drop-down list.

Assign Menu to Period

To assign the new menu to the selected period:

1. Click the Schedule tab in Auto Attendant's Line Status pane.
2. Select the desired period in the Periods list.
3. Select the menu to assign to the period in the *Select Menu...* drop-down list.

Line Status

Back Premium Test

Main **Schedule** Menus Announcements Extensions Advanced

Add New Period Rename Delete Apply Cancel

Periods

Lunch

During **this period**, use this menu: Select menu...

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							

Open in New Window Close

4. Click **Apply** at the upper right to save the assignment.

Menu

Your Auto Attendant menu configuration determines the options offered to callers, and what announcements they hear.

Each schedule period must have an associated menu before you turn Auto Attendant on. For each period in the Schedule tab's Periods list, choose an existing menu from the drop-down list, or select *Create New Menu...* from the drop-down list. If you select *Create New Menu...*, a prompt opens to enter a name and description for the menu. Configure the new menu and its announcements later in the setup process.

Back
Premium Test

Line Status

Main
Schedule
Menus
Announcements
Extensions
Advanced

Add New Period
Rename
Delete
Apply
Cancel

Periods

Lunch
Weekend
Working Hours
All other times
Special Days

Lunch

During **this period**, use this menu: Select menu...

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							

Open in New Window
Close

Note: You can add a new menu only when the attendant is off.

23

Menus – General

To change a menu name or description:

1. Click the Menu tab in the Auto Attendant Line Status pane.
The Menu tab opens to General tab right of the Menu list.

The screenshot shows the 'Line Status' interface with the 'Menus' tab selected. The 'General' sub-tab is active, showing the 'Name' field set to 'Lunch Menu' and the 'Description' field set to 'Options during lunch hours.'. The 'Menu announcement' dropdown is set to 'AA'. On the left, a search bar and a list of menus are visible, with 'Lunch Menu' selected. At the top right, there is a 'Premium Test' dropdown. At the bottom right, there are 'Open in New Window' and 'Close' buttons.

2. Select the desired menu in the Menu list.
3. Enter a new name in the *Name* field.
4. Enter a new description in the *Description* field.
5. Click **Apply** at the upper right.
The new name appears in the Menu list on the left.

Menus – Keys

To assign actions to the keys a caller can press to navigate a specific menu:

1. Click the **Menus** tab in the Auto Attendant Line Status pane.
2. Click the desired menu in the Menu list.

For example, select **Working Hours Menu**.

3. Click **Keys** above the right-hand pane.

A list of keys on the keypad appears.

The screenshot shows the 'Line Status' interface with the 'Menus' tab selected. On the left, a list of menus includes 'Lunch Menu', 'Weekend Menu', and 'Working Hours Menu' (which is highlighted). Below this list is a search bar. On the right, the 'Keys' tab is selected, displaying a table with 8 keys. Each key has a dropdown menu for selecting an action and a text field for a reference number. The first two keys are configured with specific actions and numbers, while the remaining six are set to 'Use Default' and 'Do Nothing'.

Key	Action	Reference
1	Transfer to Phone	4684
2	Transfer to Voicemail	(305) 697 4297
3	Use Default	Do Nothing
4	Use Default	Do Nothing
5	Use Default	Do Nothing
6	Use Default	Do Nothing
7	Use Default	Do Nothing
8	Use Default	Do Nothing

At the bottom right of the interface, there are two buttons: 'Open in New Window' and 'Close'.

5. Use the drop-down list for each key to select the action you want to assign to that key.
See the list of options for each key below.
6. Click **Apply** at the upper right to save your changes.

Select from these options in the drop-down list for each key:

- Use Default
- Transfer to Phone
- Transfer to Voicemail
- Dial by Extension
- Dial by Name
- Voicemail by Extension
- Voicemail by Name
- Intercept Mailbox
- Go to Menu
- Return to Previous Menu
- Replay Menu
- Announcement – Return
- Announcement Hang-up
- Hang-up

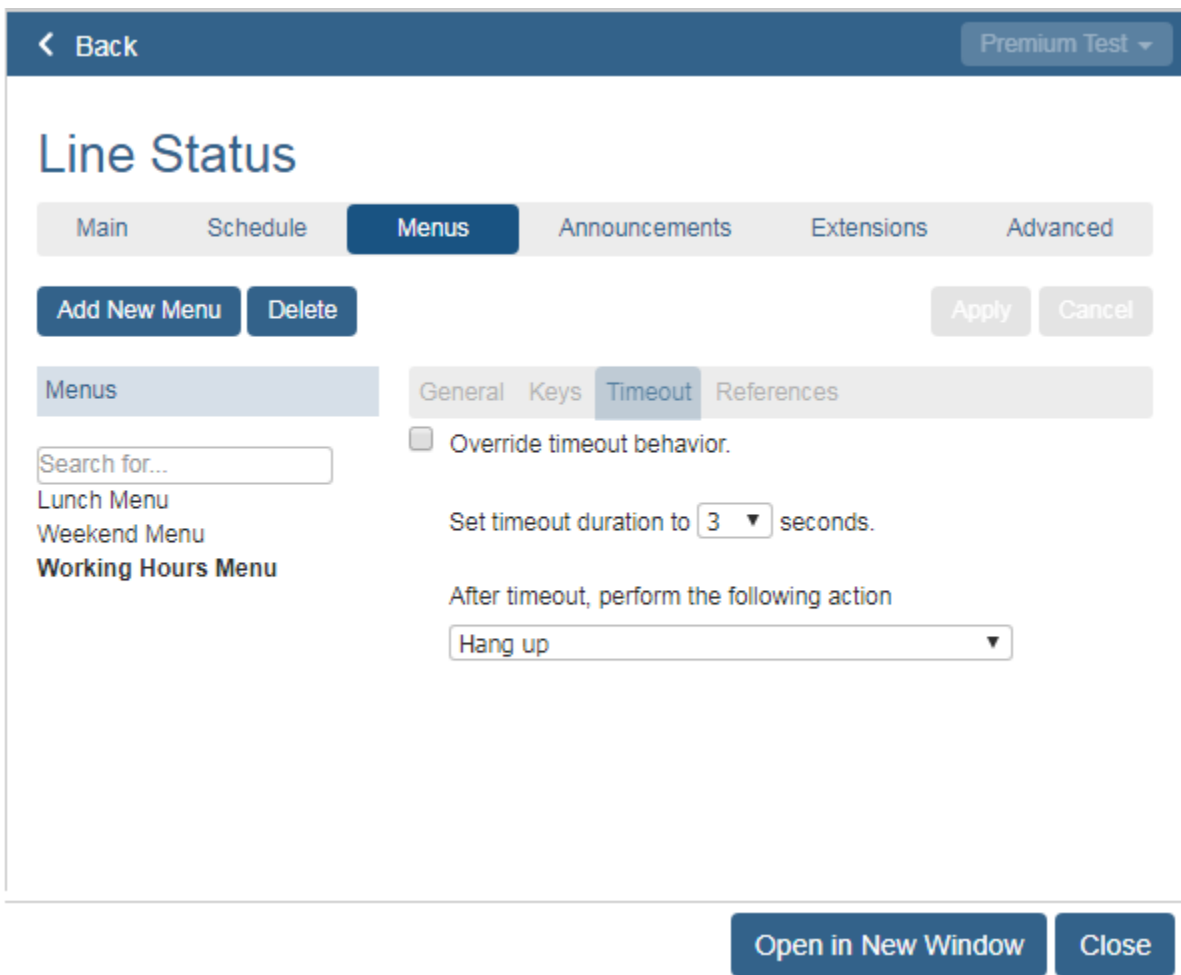
Menus – Timeout

Click **Timeout** above the right-hand pane to specify the action to take if a caller fails to:

- Press a key
- Select a valid extension
- Select a valid name from the directory

To specify a timeout action:

1. Click the Menus tab in the Auto Attendant Line Status pane.
2. In the Menus list, select the menu you want to assign the timeout function to.
3. Click **Timeout** above the right-hand pane.



The screenshot shows the 'Line Status' configuration window with the 'Menus' tab selected. On the left, there is a search bar and a list of menus: 'Lunch Menu', 'Weekend Menu', and 'Working Hours Menu'. The 'Working Hours Menu' is selected. On the right, the 'Timeout' sub-tab is active. It contains a checkbox for 'Override timeout behavior.', a dropdown for 'Set timeout duration to 3 seconds.', and another dropdown for 'After timeout, perform the following action' with 'Hang up' selected. At the bottom right, there are 'Open in New Window' and 'Close' buttons.

4. Check *Override timeout behavior*.
5. Set the timeout duration in seconds in the first drop-down list.
6. Select the action to take after time elapses in the second drop-down list.
7. Click **Apply** at the upper right to save your changes.

Menus – References

Click **References** above the right-hand pane to list schedule periods that refer to the menu selected on the left. In the image below, the Working Hours period in the Schedule tab refers to the Working Hours Menu:

Back
Premium Test

Line Status

Main
Schedule
Menus
Announcements
Extensions
Advanced

Add New Menu
Delete
Apply
Cancel

Menus
General
Keys
Timeout
References

This menu is referenced by these menus and periods.

The **Working Hours** period

Lunch Menu

Weekend Menu

Working Hours Menu

Open in New Window
Close

Announcements

The Announcements tab lists all the announcements created as you set up your menu configuration. Icons indicate the status of each announcement.

The list stores up to 300 items. If required, use the search field to find the announcement you wish to edit. To perform a search, type all or part of the announcement's name, description, or number.

[< Back](#)

Premium Test ▾

Line Status

Main
Schedule
Menus
Announcements
Extensions
Advanced

Add New Announcement
Delete
Download recording report...

Search for name, description or announcement number...

<input type="checkbox"/>			Name	Description	
<input type="checkbox"/>		100	AA		
<input type="checkbox"/>		101	Skysone test		

Open in New Window

Close

To remove an announcement from the list:

1. In the left-hand column, check the box for the announcement you want to delete.
2. Click **Delete** above the list.

A Confirm delete pane appears:

Confirm delete

This announcement is referenced by your Menu configuration or Advanced settings. Are you sure you want to delete it?

OK

Cancel

3. Click **OK**.

The announcement no longer appears in the list.

To download a CSV file with detailed information for all your announcements:

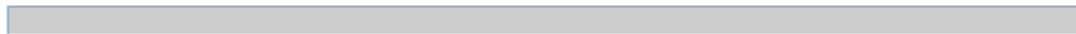
1. Click **Download recording report....**

A Recording report pane appears:

Recording report

You are about to download a CSV format report with detail of all your recordings. Creating and downloading a recording report may take several minutes.

Export status



OK






Cancel

2. Click **OK**.

The Export status bar shows progress of the download.

Announcement Icons

Click the Announcements tab to display icons that indicate an announcement's status:

Icon	Icon Name	Indication
	Play	Recording exists for the announcement: click icon to play.
	Record	Recording does not exist for the announcement: click icon to record.
	Information	One or more menus refer to the announcement: hover over the icon to view the menus.
	Warning	No menu refers to the announcement.
	Error	Menu refers to the announcement, but no announcement is recorded.





The image below displays icons for two announcements, *AA* and *Skysone test*:

< Back
Premium Test ▾

Line Status

Main
Schedule
Menus
Announcements
Extensions
Advanced

Add New Announcement
Delete
Download recording report...

<input type="checkbox"/>		Name	Description
<input type="checkbox"/>		100 AA	
<input type="checkbox"/>		101 Skysone test	

Open in New Window
Close

Add a New Announcement

To add an announcement:

1. Click the Announcements tab in the Auto Attendant Line Status pane.

< Back

Premium Test ▾

Line Status

Main

Schedule

Menus

Announcements

Extensions





Advanced

Add New Announcement

Delete

Download recording report...

Search for name, description or announcement number...

<input type="checkbox"/>		Name	Description	
<input type="checkbox"/>		100	AA	
<input type="checkbox"/>		101	Skysone test	

Open in New Window

Close

2. In the Announcements tab, click **Add New Announcement** at the upper left.
The Add Announcement pane appears:

Add Announcement

Name:

Description:

▼

00:00 / 00:00

- Record / Play Announcement* is the default selection in the drop-down list.
3. Enter a name and optional description for the announcement.
 4. Click the red record button on the left, and record the announcement with a microphone.
Alternately, select *Upload announcement* in the drop-down list to upload a pre-recorded announcement, or select *Record by Phone* in the drop-down list to record the announcement from a telephone.
 5. Click **Add** at the lower right to save the announcement.

Extensions

Auto Attendant can offer callers these options:

- Dial by Extension
- Dial by Name
- Voicemail by Extension
- Voicemail by Name

If you offer your callers these options, you must configure the set of extensions they can dial. To do so, click the Extensions tab in the Line Status pane, then click **Business Group Extensions** or **Additional Extensions**.

< Back
Premium Test ▾

Line Status

Main
Schedule
Menus
Announcements
Extensions
Advanced

Business Group Extensions
Additional Extensions

Include Selected
Exclude Selected

<input type="checkbox"/>	Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>		Premium Test	(305) 697 4298	None	✓	record
<input type="checkbox"/>		Test Call Router	(305) 697 4330	None	✓	record
<input type="checkbox"/>		SIP TRUNK	(305) 697	None	✓	record

Open in New Window
Close

Spoken Name

Each line in the business group can use a spoken name for that line's voicemail greeting. Links for spoken name greetings appear in the Spoken Name column of the Extensions tab:

Back
Premium Test

Line Status

Main
Schedule
Menus
Announcements
Extensions
Advanced

Business Group Extensions
Additional Extensions

Include Selected
Exclude Selected

Search for entry by extension, name or telephone number...

<input type="checkbox"/>	Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>		Premium Test	(305) 697 4298	None	✓	record
<input type="checkbox"/>		Test Call Router	(305) 697 4330	None	✓	record
<input type="checkbox"/>		SIP TRUNK	(305) 697	None	✓	record

Open in New Window
Close

The table below lists the links that can appear in the Spoken Name column:

Link	Recording Status	Action
Green override	Personal name is recorded for the line.	Click override to record the business group's name for the line, to play in place of the personal name.
Red record	No name is recorded for the line.	Click record to record a business group name for the line.
Green listen/change	Business group name is recorded for the line.	Click listen/change to listen to your current recording and delete it, or replace it with a new recording.

Add Business Group Extensions

To use extensions, you must define the set of extensions callers can dial.

For each extension, specify the three- or four-digit extension, the extension name, and the ten-digit phone number associated with the extension.

To add a new extension:

1. Click the Extensions tab in the Auto Attendant Line Status pane.
2. Click **Additional Extensions**.

The screenshot shows a web interface for configuring an Auto Attendant Line. At the top, there is a blue header bar with a '< Back' button on the left and a 'Premium Test' dropdown on the right. Below the header, the main content area is titled 'Line Status'. Under this title, there is a row of tabs: 'Main', 'Schedule', 'Menus', 'Announcements', 'Extensions' (which is highlighted in dark blue), and 'Advanced'. Below the 'Extensions' tab, there is another row of sub-tabs: 'Business Group Extensions' and 'Additional Extensions' (which is highlighted in light blue). To the left of the main content area, there is a 'Delete Selected' button. To the right, there is an 'Add Extension' button. The main content area contains three paragraphs of instructional text. At the bottom right of the interface, there are two buttons: 'Open in New Window' and 'Close'.

< Back Premium Test

Line Status

Main Schedule Menus Announcements **Extensions** Advanced

Business Group Extensions **Additional Extensions**

Delete Selected Add Extension

If you have configured your menu to offer callers the option to Dial by Extension, Dial by Name, Voicemail by Extension or Voicemail by Name, you may define additional names and extensions they can dial on this page. For each entry, you must choose an extension number between 1 and 7 digits, and the phone number that a connected call should be transferred to. If you have configured Dial by Name or Voicemail by Name, you must also record a name for each person you wish to be contactable.

These extensions are different to any "internal" extension numbers you may use for dialing colleagues within your business group.

To configure the extensions within your Business Group, click on the "Business Group Extensions" tab.

Open in New Window Close

3. Click **Add Extension** at the upper right.

The Add Extension pane appears:

Add Extension

- ▶ Name and Number
- ▶ Record Spoken Name
- ▶ Upload Spoken Name

4. Select *Name and Number*.

The Edit Extension pane appears:

Edit Extension

▼ Name and Number

Extension:
(between 1 and 7 digits)

First Name:

Last Name:

Telephone Number:
e.g. (123) 456 7890

- ▶ Record Spoken Name
- ▶ Upload Spoken Name

5. Enter the extension number.
6. Enter the first and last name.
7. Enter the telephone number.
8. Select *Record Spoken Name* to record the spoken name using a microphone on your PC, or select *Upload Spoken Name* to upload the name from a file saved on your computer.
9. Click **Save** at the lower right.

The new extension appears in the Extensions tab.

Advanced

Use the Advanced tab to enter settings for:

- Default keys
- Error handling
- Other settings

The Advanced tab opens to the Default keys page:

Back

Premium Test

Line Status

Main

Schedule

Menus

Announcements

Extensions

Advanced

Default keys

Error handling

Other settings

Apply

Cancel

This page allows you to configure default actions for each key that a caller can press.

These actions will be available to callers in all menus unless you assign an alternative action to the key in the per menu configuration.

1

Do Nothing

2

Do Nothing

3

Do Nothing

4

Do Nothing

5

Do Nothing

6

Do Nothing

7

Do Nothing

Open in New Window

Close

Default Keys

Click **Default keys** in the Advanced tab to assign default actions to selected keys on the keypad. If you assign a default action, callers can press the key during any menu recording to initiate that action. When *Do Nothing* is assigned to a key, the system tells callers the option is not recognized.

You can assign one of these default actions to each key:

- Do Nothing
- Transfer to Phone
- Transfer to Voicemail
- Transfer to Operator
- Intercept Mailbox
- Dial by Extension
- Return to Previous Menu
- Replay Menu

Error Handling

Click **Error handling** in the Advanced tab to change settings that specify how to respond to these errors:

- Timeout
- Call Transfer
- Invalid Extension

Use the drop-down lists in each heading to modify settings, then click **Apply** at the upper right to save your changes.

Back
Premium Test

Line Status

Main
Schedule
Menus
Announcements
Extensions
Advanced

Default keys
Error handling
Other settings

Apply
Cancel

Timeout

Menus time out if a caller doesn't press a key within

3 seconds.

After 3 menu timeouts:

System announcement then hang up

Call Transfer

Ring: for 125 seconds

If a call transfer fails: Hang up the call

Invalid Extension

If the caller dials an invalid extension 3 times:

Hang up

Open in New Window
Close

Other Settings

Click **Other Settings** in the Advanced tab to select your Dial by Name preference, or set the number for your Intercept Mailbox:

Dial by name – When a caller dials the name of the extension or mailbox they wish to reach, match the entry against configured extensions based on:

- First and last name (default)
- First name only
- Last name only

Intercept Mailbox – Direct your callers to the voicemail box associated with the number you enter.

[< Back](#)[Premium Test](#)

Line Status

[Main](#)[Schedule](#)[Menus](#)[Announcements](#)[Extensions](#)[Advanced](#)

[Default keys](#)[Error handling](#)[Other settings](#)

[Apply](#)[Cancel](#)

When a caller dials the name of an extension or mailbox they wish to transfer to, match against configured extensions based on:

First and last names ▼

The Intercept Mailbox action directs your callers to the following voicemail account:

e.g. (123) 456 7890

[Open in New Window](#)[Close](#)

Activation Status

To turn the attendant on or off, click the Main tab in the Auto Attendant Line Status pane. The left column details Auto Attendant's current status.

To change Auto Attendant's status, click **Turn ON** or **Turn OFF** under Activation Status.

Back

Premium Test

Line Status

Main

Schedule

Menus

Announcements

Extensions

Advanced

Activation Status

Your Premium Attendant is currently off and callers are being forwarded to (781) 290 4684.

Turn ON

Service Status

No menus are currently being played to callers, as your Premium Attendant is turned off.

The configuration contains no errors.

Configure your weekly schedule and holidays, so that different menus can be played based on time and day.

Define the menus that your callers will be offered, and the actions they can choose from.

Record the announcements your caller will hear.

Manage the extensions your caller can transfer to.

Configure the advanced settings that apply across all your menus.

Open in New Window

Close

Options When Auto Attendant Is Off

When Auto Attendant is off, you can specify how the system handles incoming calls:

1. Click the Main tab in the Auto Attendant Line Status pane.
2. Click the link under Activation Status to open the Forwarding Number pane:

Forwarding Number

When your Premium Attendant is turned off:

☐ Tell callers that the number is unreachable

☒ Forward callers to:



Apply

Cancel

3. Select one of two options:
 - Play a message to tell callers the number is unreachable, or
 - Forward callers to a specified number.
4. Click **Apply** to save your change.

Premium Attendant vs. Easy Attendant

CommPortal has two versions of Auto Attendant: Premium Attendant and Easy Attendant. These icons designate the Auto Attendant version for a given line:

Icon	Auto Attendant Version
	Premium Attendant
	Easy Attendant

Premium Attendant

Settings for Premium Attendant appear in the familiar Line Status pane:

[< Back](#)
Premium Test ▾

Line Status

Main
Schedule
Menus
Announcements
Extensions
Advanced


Activation Status


Your Premium Attendant is currently off and callers are being forwarded to (781) 290 4684.


Turn ON


Service Status


No menus are currently being played to callers, as your Premium Attendant is turned off.





Configure your weekly schedule and holidays, so that different menus can be played based on time and day.


Define the menus that your callers will be offered, and the actions they can choose from.


Record the announcements your caller will hear.


Manage the extensions your caller can transfer to.


Configure the advanced settings that apply across all your menus.

Open in New Window

Close

The instructions in this guide follow Premium Attendant workflows.

Easy Attendant

Settings for Easy Attendant appear in a simplified Line Status pane:

[< Back](#)[Easy Test ▾](#)

Line Status

[Main](#)[Schedule](#)[Business Hours Menu](#)[Non-Business Hours Menu](#)[Extensions](#)

Turn ON

Your Easy Attendant is currently off and callers will be told that this number is unreachable.



Schedule
Configure your business hours



Business Hours Menu
Configure the menu your callers will hear during business hours.



Non-Business Hours Menu
Configure the menu your callers will hear during non-business hours.



Switch to using a single menu
Stop using your schedule - callers will always hear the same menu.

[Open in New Window](#)[Close](#)

Workflows in this pane simplify the setup process for Auto Attendant.

45

Corporate Office:

420 Bedford Street
Suite 250
Lexington, MA 02420
855-600-4NHC (4642)

Customer Operations:

6836 International Center Blvd.
Fort Myers, FL 33912
24x7x365 Service:
855-600-4NHC (4642)

Email & Web:

info@nhcgrp.com
www.nhcgrp.com