



*THE* Communications STACK Provider™



## NHC Academy Training Module

Premium Auto Attendant Product training guide

# What you'll learn today.



## Agenda

1. What is an Auto Attendant?
2. Time & Day Routing
3. Auto Attendant Log In
4. Premium Attendant Icons
5. Premium Offering
7. Getting Started
8. Main Screen
9. Configuring Schedules
10. Menus
11. Announcements
12. Extensions
13. Advanced Features
14. Error Handling
15. Settings
16. Forwarding When Attendant is turned off
17. Help

# What Does an Auto Attendant do?



An Auto Attendant allows callers to be automatically transferred to an extension without the intervention of an operator/receptionist). Many AAs will also offer a simple menu system (for sales, press 1, for service, press 2, etc.). An auto attendant may also allow a caller to reach a live operator by dialing a number, usually 0.

## For example:

*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 you party's extension.*

*Please press # followed by the extension.*

# Auto Attendant

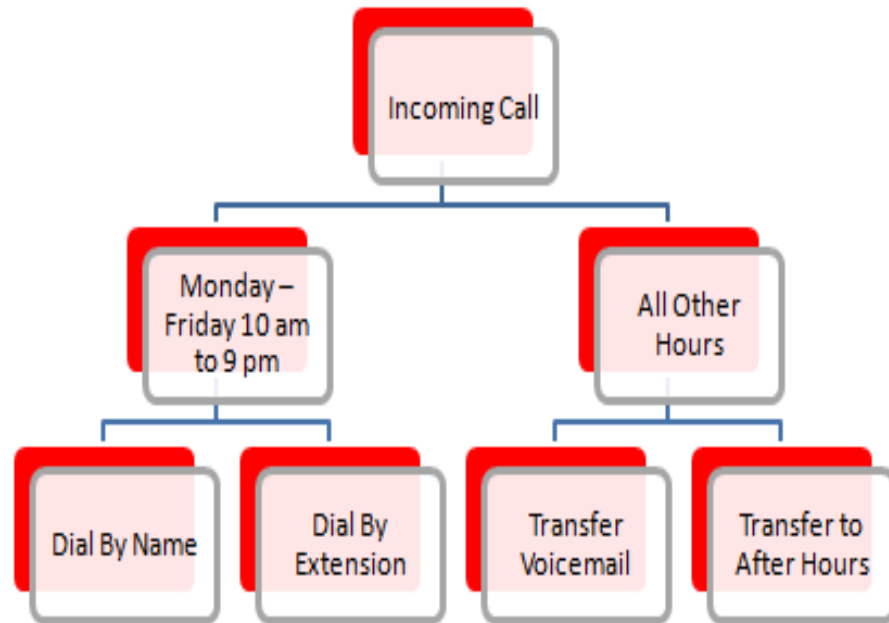


**Auto Attendant** is intended for Business Group customers who want to provide an automated means of directing incoming calls to the appropriate person within the organization, typically to offload this task from a receptionist.

## There are four main elements to the service.

- 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 that a different set of announcements and menus can be presented outside business hours and during defined special days.
- A cut-through call routing capability that enables a caller to dial direct to a person in the organization by dialing the appropriate extension number.
- A dial-by-name capability that enables a caller to dial direct to a person in the organization by entering the first few letters of the person's name.

# Time of Day Call Routing



You can create different menus for different times of the day and week that play according to the pre-defined schedules that you have created. 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, and we will get back to you as soon as possible.*

Once you have set up your Premium Attendant with these schedules, menus, and recorded the necessary announcements, it will automatically play callers the correct menu depending on when they call.

# Auto Attendant - Login



## CommPortal Web

Please log in below.

Number:

Password:

☐ Remember me on this computer.

Login

If you have forgotten your password, please contact customer support.

Clients login into the Auto Attendant by following the steps below:

Point your browser toward the Comm-Portal located at <https://commportal.nhcgrp.com>.

Log in using the number assigned to the Premium Auto Attendant.

The first time you log in use the default Comm-Portal password.

You will be prompted to change your password within the *password parameters*.

[Home](#)[Line Status](#)[Call Settings](#)[Send Feedback](#)

## Line Status

- [Introduction](#)
- [First time setup](#)
- [Schedule periods](#)
- [Menus](#)
- [Announcements](#)
- [Extensions](#)
- [Dial Extension at any time](#)
- [Advanced Settings](#)
- [Turning Premium Attendant on/off](#)

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### Introduction

Premium Attendant is a self-managed automated attendant receptionist service allowing you to configure a flexible set of TUI menus for callers to your business. When turned on, it answers your calls automatically, and offers your callers a list of options (a "menu") that you define. You can allow your callers to listen to messages (such as your opening times) , to leave a message, or to be transferred to a real person. For example:

*Welcome to Bob's Tires. We are open for business right now. To hear directions to our store, press 1. To hear our opening hours, press 2. If you know the extension of the person you require, press 3, and then enter the extension followed by the pound key. If you know the name of the person you require, press 4 , and then enter their name followed by the pound key. Or, for any other enquiries please press 0.*

You can create different menus for different times

South Park Elementary AA ▾

ExtensionsAdvanced

chedule and holidays, so that different menus can be day.

r callers will be offered, and the actions they can

s your caller will hear.

ur caller can transfer to.

ettings that apply across all your menus.

Support

Help

Send Feedback

[Change Call Services PIN](#)[Change Voicemail PIN](#)

At anytime the extensive **Help** topics are available for the user to assist them with first time issues.

# Main Screen



Home South Park Elementary AA ▾

### Line Status

Main Schedule Menus Announcements Extensions Advanced

**Activation Status**

Your Premium Attendant is currently on.

Turn OFF

**Service Status**

Your current period is **Work Day**, and callers are being played your Main Menu menu.

✓

The configuration contains no errors.

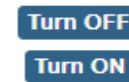
Configure your weekly schedule and holidays, so that different menus can be played based on time and day.

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.



Ability to turn on or turn off your auto Attendant.



Configure the Attendant schedule.



Configure the menus that you wish to offer your callers during the different schedule periods that you have just created.



Record the announcements that your callers hear for the menu options that require them.



If you chose to offer the option to use Dial by Extension, Dial by Name, Voicemail by Extension or Voicemail by Name, configure the extensions your callers' dial.



If you wish to change the default settings for the keys used in your menus or the way in which Premium Attendant handles caller error.



# Configuring Schedules



Home

[absent] ▾

Line Status

Main

Schedule

Menus

Announcements

Extensions

Advanced

Add New Period

Rename

Delete

Apply

Cancel

Define when your different menus are played to callers based on the time, or day of the week.

To begin, you can start with:

- An example schedule that you can customize (recommended)
- A blank schedule

You can configure up to eight (8) Premium Attendant schedule periods.

**For example, you might create:**

One schedule for your normal business hours.

A second schedule to cover the lunch period.

An out of hours schedule for when your business is closed.

You create a separate menu for each of the schedules that you define.

# Add a New Time Period



Home [absent] ▾

Line Status

1 1 Main **Schedule** Menus Announcements Extensions Advanced

**Add New Period** Rename Delete Apply Cancel

Periods

⚠ Open 📅

⚠ All other times 📅

⚠ Special Days 📅

Choose a name for this new period.

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

2 2 Name:

3 3 OK Cancel

11 am							
12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							
8 pm							
9 pm							
10 pm							
11 pm							

🔍 Zoom In

To start click on Example Schedule or Blank Schedule

1. Click on the **Add New Period** button.
2. Enter a description for the new period in the Name field.
3. Click on the **OK** button.

# Define a Schedule



Home [absent] ▾

### Line Status

Main **Schedule** Menus Announcements Extensions **Advanced**

Add New Period Rename Delete

Periods

1 Closed Open All other times Special Days

All other times

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							
8 am							
9 am							
10 am							
11 am							
12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							
8 pm							
9 pm							
10 pm							
11 pm							

Zoom In

1. Click on the period you want to apply to the schedule.
2. Use your cursor to click and drag between the days and hours you wish to set the period for on the schedule grid.
3. When finished, click on the **Apply** button.

# Created Schedules



Home

[absent] ▾

Line Status

Main

Schedule

Menus

Announcements

Extensions

Advanced

Add New Period

Rename

Delete

Apply

Cancel

Periods

All other times

⚠ Closed

📅

⚠ Open

📅

⚠ All other times

📅

⚠ Special Days



📅

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							
8 am							
9 am							
10 am							
11 am							
12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							
8 pm							
9 pm							
10 pm							
11 pm							

🔍 Zoom In

If there are any errors in any of these schedules, an error icon appears alongside the schedule name.  Open 

The **All-other times** schedule is used at the times that are not defined in any of your other schedules.

*\* This is represented as white spaces on the Calendar.*

The **Special Days** schedule covers public holidays and other special one-off dates when your business is closed.

# Schedules- Creating a Menu for a Period



Home [absent] ▾

Line Status

Main Schedule Menus Announcements Extensions Advanced

Add New Period Rename Delete Apply Cancel

Periods

Open

1. Closed

2. Open

3. All other times

4. Special Days

During this period, use this menu:

Select menu...  
Select menu...  
Create New Menu...

Choose a name for the new menu.

You may also provide a description.

Name: Open

Description: Open

Cancel OK

Zoom In

1. Select the Period that you want to assign a menu for.
2. From the drop-down box, select Create New Menu
3. Enter a Name for the new menu
4. Click OK

\*Repeat for each time period created within the schedule.

# Schedule – Assigning Menu to Period



Home [absent] ▾

### Line Status

Main **Schedule** Menus Announcements Extensions Advanced

Add New Period Rename Delete **2** Apply Cancel

Periods **Open** **1**

During this period, use this menu. Open ▾

- Select menu...
- Create New Menu...
- Closed
- Open**

	Mon	Tue	Fri	Sat	Sun
1 am					
2 am					
3 am					
4 am					
5 am					
6 am					
7 am					
8 am					
9 am					
10 am					
11 am					
12 pm					
1 pm					
2 pm					
3 pm					
4 pm					
5 pm					
6 pm					
7 pm					
8 pm					
9 pm					
10 pm					
11 pm					

Zoom In

1. After creating the menu, use the drop down box to select the **Menu** to be assigned to that period
2. Click **Apply** to save

\*Repeat for each time period created within the schedule.

# Menus



Your Premium Attendant menu configuration determines what options are offered to the callers; and what announcements they hear.

Each schedule must have an associated opening menu before you turn your Premium Attendant on. You either choose an existing menu from the drop-down list or use the **Add New Menu** option to add a new one.

If you select **Add New Menu** you are prompted to enter a unique name and a description for the menu. You can only use this option if your Premium Attendant is turned off. You configure this menu and its announcements later in the set-up process.

The screenshot shows the nhc web interface. At the top is a dark blue header with 'Home' on the left and '[absent]' on the right. Below the header is a 'Line Status' section with a horizontal tab bar containing 'Main', 'Schedule', 'Menus' (highlighted with a red box), 'Announcements', 'Extensions', and 'Advanced'. Below the tabs are buttons for 'Add New Menu', 'Delete', 'Apply', and 'Cancel'. The 'Menus' tab is active, showing a 'General' sub-tab. On the left, there's a search bar and a list of menu items: 'Closed' and 'Open', both with warning icons. The main area has a warning icon and the text 'This menu has not been set up.' Below this are input fields for 'Name' (containing 'Closed') and 'Description' (containing 'Closed'). At the bottom is a 'Menu announcement' dropdown menu with a warning icon. Below the 'Menus' section is a 'Your Services' section with a large blue circle containing a white phone icon and a gear icon, with the text 'Call Settings' below it. At the very bottom is a dark blue footer with three columns: 'Personal Details' with '[absent]', 'Security' with links for 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN', and 'Support' with links for 'Help' and 'Send Feedback'.

# Menus - Announcements



Home [absent] ▾

### Line Status

Main Schedule **Menus** Announcements Extensions Advanced

Add New Menu Delete **1** Apply Cancel

Menus

Search for...

⚠ Closed  
⚠ Open

General Keys Timeout References

⚠ This menu has not been set up.

Name:

Description:

**2** Menu announcement

Choose a name for the new announcement.

You may also provide a description.

Name:

**3**

Description:

**4** OK Cancel

First configure an announcement.

1. Select General from the upper tabs.
2. Go to Menu announcement and choose Create new announcement.
3. You will get a pop up Asking for a Name and description. Fill in Name and Description if desired.
4. Select you newly names announcement and click OK.



# Menus - Keys



Home [absent]

### Line Status

Main Schedule **Menus** Announcements Extensions Advanced

Add New Menu Delete

**1** Search for...  
Closed  
Open

**2**

**3**

**4** Apply Cancel

General	Keys	Timeout	References
1	Dial by Extension		
2	Transfer to Phone		(555) 222 1234
3	Transfer to Phone		1600
4	Use Default		Do Nothing
5	Use Default		Do Nothing
6	Use Default		Do Nothing
7	Transfer to Phone		Do Nothing
8	Transfer to Voicemail		Do Nothing
9	Dial by Extension		Do Nothing
0	Dial by Name		Do Nothing
1	Voicemail by Extension		Do Nothing
2	Voicemail by Name		Do Nothing
3	Intercept Mailbox		Do Nothing
4	Go to Menu		Do Nothing
5	Return to Previous Menu		Replay Menu
6	Replay Menu		Return to Previous Menu
7	Announcement - Return		
8	Announcement - Hang up		
9	Hang up		

Your Services

Call Settings

Personal Details [absent] Security [Change Password](#) [Change Call Services PIN](#) [Change Voicemail PIN](#) Support [Help](#) [Send Feedback](#)

Use the Keys tab to assign actions to the keys that a caller can press to navigate the menu.

1. Click on the menu you want to assign **Keys** to.
2. Click on Keys.
3. Using the drop-down arrow, choose the option you want to assign from the list.
4. Click on the **Apply** button.

# Menus - Options



Menus

Search for...

Closed

Open

General

Keys

Timeout

References

1	Dial by Extension	?
2	Transfer to Phone	(555) 222 1234
3	Transfer to Phone	1600
4	Use Default	Do Nothing
5	Transfer to Phone	Do Nothing
6	Transfer to Voicemail	Do Nothing
7	Dial by Extension	Do Nothing
8	Dial by Name	Do Nothing
9	Voicemail by Extension	Do Nothing
0	Voicemail by Name	Do Nothing
#	Intercept Mailbox	Do Nothing
*	Go to Menu	Do Nothing
	Return to Previous Menu	Do Nothing
	Replay Menu	Replay Menu
	Announcement - Return	Return to Previous Menu
	Announcement - Hang up	
	Hang up	

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 – Time Out



Home [absent]

### Line Status

Main Schedule **Menus** Announcements Extensions Advanced

Add New Menu Delete

Menus

Search for...

1 Closed Open

2 **Timeout**

3 ☒ Override timeout behavior.

Set timeout duration to 3 seconds.

4 After timeout, perform the following action

5 **Apply** **Cancel**

4 Hang up

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

Your Services

Call Settings

Personal Details Security Support

Specify the action to be taken if a caller fails to press a key, to select a valid extension, or to select a valid name to transfer to within this time.

1. Click on the menu you want to assign the **Timeout** function to.
2. Click On the Timeout tab.
3. Using the drop-down menu, choose the time in seconds for the system to time out if no selection has been chosen.
4. Using the drop-down menu to choose the option you want to assign.
5. Click on the **Apply** button.

# Menus – References



Home [absent] ▾

### Line Status

Main Schedule **Menus** Announcements Extensions Advanced

Add New Menu Delete Apply Cancel


Menus General Keys Timeout **References**

Search for...

⚠ Closed  
⚠ Open

This menu is referenced by these menus and periods.  
The Open period

Your Services

  
Call Settings

Personal Details Security Support

The References tab shows which menus and schedule periods refer to the menu currently selected on the left side.

# Announcements



Home

[absent] ▾

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"/>	<input checked="" type="radio"/>	101	Closed	Closed	⚠
<input type="checkbox"/>	<input checked="" type="radio"/>	100	Open	Open	⚠

Your Services

A blue circular icon containing a white telephone handset and a gear.

Call Settings

The Announcements tab lists all the announcements that you have already created when setting up your menu configuration. Icons are displayed to indicate the status of each announcement.

This list can store up to 300 items, therefore, you can use the search box to find the announcement(s) you wish to edit.

Searches are performed by typing in all or part of either the name, description, or using the recording ID number.

# Announcements - Icons



Home

[absent] ▾

Line Status

MainScheduleMenusAnnouncementsExtensionsAdvanced

Add New AnnouncementDeleteDownload recording report...

Search for name, description or announcement number...

<input type="checkbox"/>			Name	Description	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	101	Closed	Closed	⚠
<input type="checkbox"/>	<input checked="" type="checkbox"/>	100	Open	Open	i

Your Services

A circular icon with a white telephone handset and a gear symbol inside a blue circle.

Call Settings

When you are viewing the announcements tab, different icons are displayed. This slide displays the icon and a description for that tab.

**Play Button** – Indicates that a recording exists for the announcement. Clicking the icon plays the announcement.

**Record Button** – Indicates that a recording does not exist for the announcement.

**Information Icon** – Indicates that the announcement is referenced by one or more menus.

**Warning Icon** – Indicates that the announcement is not reference by a menu.

**Error Icon** – Indicates that the announcement is referenced by a menu but does not have a recording.

# Announcements – Adding New

A screenshot of the nhc web application interface. The top navigation bar includes 'Home' and a '[absent]' dropdown. Below this is a 'Line Status' section with tabs for 'Main', 'Schedule', 'Menus', 'Announcements' (selected), 'Extensions', and 'Advanced'. Under the 'Announcements' tab, there are buttons for 'Add New Announcement' (marked with a red circle 1), 'Delete', and 'Download recording report...'. A search bar is present with the text 'Search for name, description or announcement numb'. Below the search bar is a table with columns for checkboxes, play icons, and announcement numbers (101, 100). On the left side, there is a 'Your Services' section. A modal window titled 'Add Announcement' is open in the center. It contains a 'Name:' field with the text 'Open' (marked with a red circle 2), a 'Description:' field with the text 'Open' (marked with a red circle 3), a 'Record / Play Announcement' dropdown menu, a timer showing '00:00 / 00:00', and a recording progress bar with a microphone icon (marked with a red circle 4). At the bottom right of the modal are 'Add' and 'Cancel' buttons (marked with a red circle 5).

1. Click on Add New Announcement button.
2. Type in a name for the announcement.
3. Type in a description for the announcement.
4. Using a microphone, click on the record button and record the announcement.
5. Finally, click on the **Add** button.

\*Alternatively, you can click on the Upload Announcement link and upload a pre-recorded recording.

\*Users also have the option to click on the Record by Phone link to use a phone to record the announcement.

If you have chosen to offer your callers the following:

Dial by Extension,  
Dial by Name,  
Voicemail by Extension or  
Voicemail by Name option

Then you can configure the set of extensions they can dial with the following two ways:

\* Business Group Extensions (extensions built by NHC will automatically be added.)

Additional Extensions create an extension that rings callers outside of your BG.

Home

[absent] ▾

Line Status

MainScheduleMenusAnnouncementsExtensionsAdvanced

Business Group ExtensionsAdditional Extensions




Include Selected

Exclude Selected

Include All Lines

Exclude All Lines

16

<input type="checkbox"/>	Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>	1600	Butter Stotch	(595) 222 1600	None	✓	 override
<input type="checkbox"/>	1601	Stan Marsh	(595) 222 1601	None	✓	 record
<input type="checkbox"/>	1602	Kyle B	(595) 222 1602	None	✓	 record

\*

New Business Group Extensions will be automatically included  
Callers are allowed to dial by extension at any time



# Spoken Name



[Home](#) [\[absent\]](#)

### Line Status

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

[Business Group Extensions](#) [Additional Extensions](#)

[Include Selected](#) [Exclude Selected](#) [Include All Lines](#) [Exclude All Lines](#)

<input type="checkbox"/>	Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>	1600	Butter Stotch	(595) 222 1600	None	✓	<a href="#">override</a>
<input type="checkbox"/>	1601	Stan Marsh	(595) 222 1601	None	✓	<a href="#">listen/change</a>
<input type="checkbox"/>	1602	Kyle B	(595) 222 1602	None	✓	<a href="#">record</a>

New Business Group Extensions will be automatically included  
Callers are allowed to dial by extension at any time

Lines using the voicemail spoken name have a green **override** link displayed. This link allows you to record a Business Group name recording for the line to be used in preference to the voicemail name recording.

Lines with no name recorded have a red **record** link displayed which allows you to record a Business Group name recording for that line.

Lines with a Business Group spoken name recorded have a green **listen/change** link displayed, allowing you to listen to your current recording and delete it or replace it with a new recording.

# Business Group Extensions - Additional



Home [absent] ▾

## Line Status

Main Schedule Menus Announcements **Extensions** Advanced

Business Group Extensions Additional Extensions

Delete Selected

**1** Add Extension

**2** Add Extension

If you have configured your menu to offer additional extensions, you may define additional names and extension numbers for each person you wish to be connected to. These extensions are different to any "Internal" extensions. To configure the extensions within your Business Group, click on the "Additional Extensions" tab. To configure additional extensions, click on the "Add Extension" button. Callers are allowed to dial by extension number or by name. If you dial by extension number, you must also record a spoken name for each extension. If you dial by name, you may also record a spoken name. If you dial by name, you must also record a telephone number for each 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

**3** Delete Spoken Name Add Cancel

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

1. Click Add Extension to insert an additional extension.
2. Populate the fields in the new window that appears.
3. Click Add

For each extension you must specify the extension number (such as 5555), the extension's name, and the phone number that your caller should be transferred to if they dial this extension.

# Advanced – Default Keys



Home [absent] ▾

### 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	Transfer to Phone
4	Transfer to Voicemail
5	Dial by Extension
6	Intercept Mailbox
7	Return to Previous Menu
8	Replay Menu
9	Do Nothing ▾
0	Do Nothing ▾
*	Do Nothing ▾
#	Do Nothing ▾
	Replay Menu ▾
	Return to Previous Menu ▾

### Your Services

A blue circular icon containing a white telephone handset and a gear symbol.

Call Settings

The Advanced tab allows you to configure the following settings for your Premium Attendant that apply whenever you select a default value.

**Do Nothing** - if a caller presses a key that has this value, they will be told that the option is not recognized.

**Transfer to Phone**

**Transfer to Voicemail**

**Transfer to Operator**

**Intercept Mailbox**

**Dial by Extension**

**Return to Previous Menu**

**Replay Menu**

# Advanced – Error Handling



Home[absent] ▾

### Line Status

MainScheduleMenusAnnouncementsExtensionsAdvanced

Default keysError handlingOther settings

ApplyCancel

Timeout

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

After  menu timeouts:

Call Transfer

Ring:

If a call transfer fails:

Invalid Extension

If the caller dials an invalid extension  times:

Unknown Input

If the caller selects an unassigned key  times:

Your Services

A circular icon with a white telephone handset and a gear symbol inside a dark blue circle.

Call Settings

You can change the global settings that determine what happens when there is an error when your callers are using Premium Attendant.

Users can specify what happens for the following failures:

- Timeout
- Unknown Input
- Invalid Extension
- Call Transfer

# Advanced – Other Settings



[Home](#) [absent] ▾

### 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:

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

### Your Services

A circular icon with a dark blue background, containing a white telephone handset and a gear symbol.

[Call Settings](#)

The **Other Settings** tab allows you to set Dial by Name and set the number for the mailbox.

**First and Last Names** – When a caller dials the name of the extension or mailbox they wish to transfer to, match against configured extensions based on first and last name (default), or just first name or just last name.

**Intercept Mailbox** – The Intercept Mailbox action directs your callers to the voicemail account entered.

Home

[absent] ▾

Line Status

Main

Schedule

Menus

Announcements

Extensions

Advanced


Activation Status

Your Premium Attendant is currently on.


Turn OFF


Service Status


Your current period is Open, and callers are being played your Open menu.





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.

Your Services



Call Settings

To turn your Premium Attendant on or off, navigate to the [Main](#) tab at the top of the **Premium Attendant** page.

Click on the button labeled Turn **ON** or Turn **OFF** in the Activation Status panel.

# Forwarding When Auto Attendant Is Off



The screenshot shows the 'Line Status' page in the nhc web interface. The page has a top navigation bar with 'Home' and '[absent]'. Below the navigation bar, there are tabs for 'Main', 'Schedule', 'Menus', 'Announcements', 'Extensions', and 'Advanced'. The 'Main' tab is selected. On the left, there is a section for 'Activation Status' with a red circle '1' next to it. The text says 'Your Premium Attendant is currently off and callers will be told that [this number is unreachable](#)'. Below this is a 'Turn ON' button. There is also a 'Service Status' section with a green checkmark and the text 'The configuration contains no errors.' On the right, there is a 'Forwarding Number' modal window. The modal has a title 'Forwarding Number' and a section 'When your Premium Attendant is turned off:'. There are two radio buttons: 'Tell callers that the number is unreachable' and 'Forward callers to:'. The second option is selected, and the text '5558675309' is entered in the adjacent text box. A red circle '2' is next to the radio buttons, a red circle '3' is next to the text box, and a red circle '4' is next to the 'Apply' button. The 'Apply' button is highlighted. At the bottom of the page, there is a 'Your Services' section and a 'Call Settings' icon.

When your Premium Attendant is turned off, you can choose what options your callers have:

1. Click on the hyper link "this number is unreachable"
2. Select the option to play a message telling them that the number is unreachable  
OR
3. select the option to have the caller forwarded to an alternative number.
4. Click Apply to save changes



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# Thank you for learning with us today!

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