

How do we force our Auto Attendant to a closed state during open hours in case of an emergency or another situation?

🖹 20 🛗 Thu, Jan 28, 2021 🖿 Account Administration



Question

How do we force our Auto Attendant to a closed state during open hours in case of an emergency or another situation?

Answer

To force your Auto Attendant to a closed state during open hours in case of an emergency or another situation, you can use the following steps:

- Log into the **MAXcore 2.0** portal with the your admin credentials.
- After login, the admin will be presented with the MAXcore homepage, they will navigate **Customer Group Management** page by selecting **Groups**
 - Groups from the left navigation menu. Next select the group where the Auto Attendant is located.
- This will take you to the Group Details section. Look for the tab labeled Auto Attendants

Auto Attendants click on the Auto Attendant tab then select the auto attendant you need to make the change.

• You will be brought to the Auto Attendant details page. Under the Auto Attendant Information section, you will select the



• Now on the Update AA page look for the auto attendant state drop down. During regular business hours the state is set to NORMAL. Change the selection in the drop down menu to FORCE_CLOSE and then hit the UPDATE button. This will send callers to the closed configuration menu options and they will hear the auto attendant closed announcement.

Auto Attendant Information						
Group	Demo Lab					
Base Extension	9500	Name	AA Main	Max Prompt Repeat	1	
Scheduled	Yes	Announcement Enabled	No	Auto Attendant State	NORMAL	
Phone Numbers	+12675638310	Use Custom Schedule	Yes			

AA Information

Base Extension *	
9500	
Name *	
AA Main	
Max Prompt Repeat *	
1	
Scheduled	
Announcement Enabled	
Auto Attendant State	
NORMAL V Select FORCE_CLOSE	rom the drop down menu.
* Required fields	
	Cancel Update