

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:

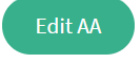
- Log into the **MAXcore 2.0** portal with the your admin credentials.
- After login, the admin will be presented with the MAXcore homepage, they will navigate **Customer Group Management** page by selecting **Groups**

 **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 Edit AA button 
- 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

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Edit AA

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

Select FORCE_CLOSE from the drop down menu.

* Required fields

Cancel

Update