

How Do I Add an Announcement to my Auto Attendant?

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

Question

How Do I Add an Announcement to my Auto Attendant?

Answer

Through the Web Portal, you'll be able to upload or record an audio file for announcements to be played when callers reach your auto attendant. Announcements <u>must</u> be enabled on the auto attendant in order for an announcement message to be played.

Enabling Announcements

Sign into the MAXcore Web Portal Access your group from the taskbar found on the left Navigate to the **Auto Attendants** tab found on the **Group Details** page

For the auto attendant you'll need an announcement for, press the red-orange edit button

Ð	AA Customer Care Main	\triangleright	9510		6
---	-----------------------	------------------	------	--	---

On the Update AA page, click the radio box next to Announcement Enabled and press Update

AA Information Base Extension * 9510 Name * AA Customer Care Main Max Prompt Repeat * 1 Scheduled Announcement Enabled * Required fields

Recording an Announcement from Web Portal

When on the **Auto Attendant Details** page, locate the **Prompts** section This contains the *Announcements, Open,* and *Closed* prompts On the *Announcement* line, press the red microphone to prepare the recording from the Web Portal



Prompts

	6	
Name		Control
Announcement		1 . ↓
Open		1 . ↓
Closed		1 🕹 ▷ 🎍

Ensure a Microphone is enabled on your browser, and press **Start Recording** Once recording is done, click **End Recording** and click **Done** to finish

New Audio

Promots

Start Recording	\triangleright	
		Cancel Done

The new recording will now be uploaded to the Announcement prompt

Uploading an Announcement to the Web Portal

When on the **Auto Attendant Details** page, locate the **Prompts** section This contains the *Announcements, Open,* and *Closed* prompts On the *Announcement* line, press the blue up arrow to upload a new prompt for your announcement

On the Announcement line, press the blue up arrow to upload a new prompt for your announceme

Tompo					
	2				
Name		Control	Action		
Announcement		⊥ ⊍			
Open		土 ⊍			
Closed		1 2 2	Đ		

Create any label to identify the file for MAXcore, and click Browse... to locate the file you will be uploading

Audio files must be in the format of .aac, .m4a, .mp3 and .wav file and size of less than 10 megabytes

After the file has been selected, you may now press the **Upload** and the file will now be uploaded to the *Announcement* prompt



New Prompt for Announcement

La	b	el	*

Announcement			
Select File *			

Browse... download.WAV

* Required fields . Allow only aac, m4a, mp3 and wav file with size less than 10 megabytes for MoH and Prompt.



Applies To

MAXvoice Call Flow

Online URL: https://help.maxcore.io/article-25.html