

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 *must* 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



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

Name	Control
Announcement	 
Open	 
Closed	   

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

Start Recording

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

Prompts

Name	Control	Action
Announcement	 	
Open	 	
Closed	   	

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

Label *

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.

Cancel

Upload

Applies To

MAXvoice
Call Flow

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