What can I change in an Auto Attendant?
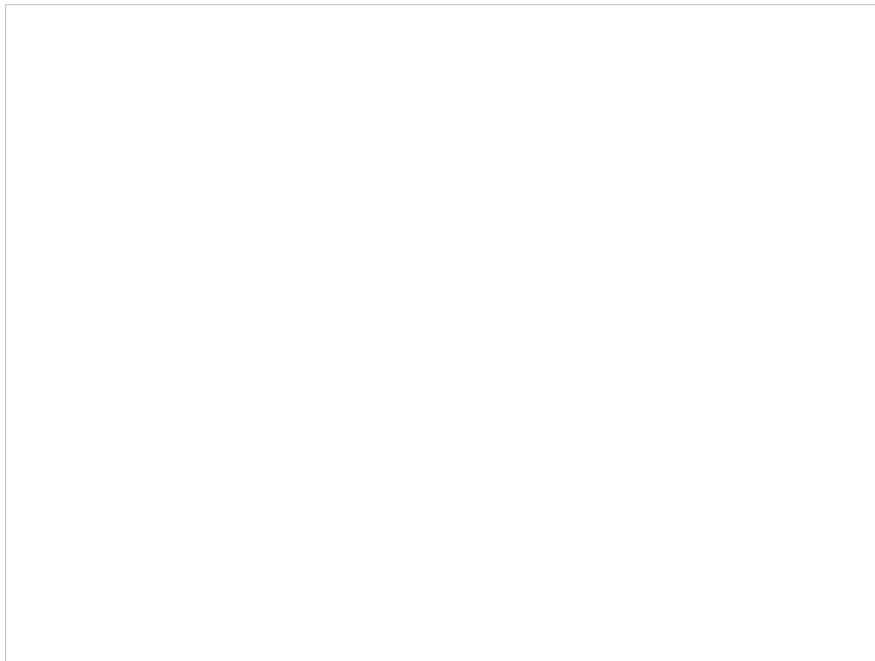
📄 40   📅 Thu, Jan 28, 2021   📁 Account Administration

Question

How do I?

Answer

Once an Auto Attendant is created, you can click on the name from the Auto Attendant tab and access the **Auto Attendant Details.** This page will contain the Auto Attendant Information, Prompts to record and upload, configuration options, and schedules if applicable.

Group	The names of the group to which the Auto Attendant belongs.
Base Extension	The extension provided for the Auto Attendant. The first extension used will be 9500. Auto Attendants should always have an extension with 95XX.
Scheduled	Yes/No indicating if the Auto Attendant will have a schedule or not
Phone Numbers	Displays the phone numbers that are pointing to the Auto Attendant.
Name	Name of the Auto Attendant.
Announcement Enabled	Yes/No indicating if an announcement is enabled
Max Prompt Repeat	The number of times the Auto Attendant recording will play before defaulting to No Selection
Auto Attendant State	The Auto Attendant will be permanently in the open state, closed state, or follow the define schedule.

Prompts

Name	Three options available; Announcement, Open, and Closed.
Control	You can upload, download, play, and record messages with the ⬜, ⬜, ⬜, and ⬜ buttons. Uploads must be aac, m4a, mp3 or wav file, with maximum of 10 megabytes for MoH and Prompt.

Action
If a file is uploaded, the ☐ can be used to remove it.

When defining the call routing options, input is required for the open configuration. If a schedule is used, options for the closed configuration must also be defined. Each option is listed in numerical order and has notes available for each option. Selections can go to any existing extension on the MAXcore platform. This includes individual users, hunt groups, other auto attendants, and queues. The following macros are also supported: DIAL_BY_NAME and REPEAT_MENU.

The information below applies to both the open and closed configuration.

Ring First (Open Only)
Exclusive to the Open Configuration panel, pressing the ☐ will enable calls directed to the auto-attendant to ring another extension for a customizable amount of time beforethe auto-attendant handles the call.

Zero-Option *
Lines/extensions input in this section will be dialed when the option is selected. Notes to the right allow users to make a short note to indicate where it goes.

No Selection
☐
Once the max prompt repeat is over, if no option is input by the caller, this input (extension) will be dialed.

Input changes require the update button to be clicked in order for the changes to be uploaded.

Applies To

Partner
Admin
User