Auto Attendant

Administration
User Guide

Telesystem®

Contents

1 About Auto Attendant

Auto Attendant provides a professional first impression for your callers. It is a flexible, powerful, front office tool that automatically answers incoming calls with a customized greeting and menu messages to direct the caller to the right person or department.

1.1 Benefits

Flexible Routing Options

Route multiple incoming numbers to a single point destination, and callers can access common or custom menus with the touch of a button.

Flexible Greetings

Change your greeting or create schedules any time through the Auto Attendant Admin User Portal.

Professional Greeting for Small Companies

Even the smallest company, or a "virtual" company with no physical office, can present a professional, "big company" image to callers, routing calls to employees who are geographically distributed, or to mobile employees without fixed-line phones.

Simple Menu and Customization

Create as many sub-menus as you need and update them as often as you would like.

Savings

An Auto Attendant can replace or assist an operator by automating incoming phone calls. It does not require huge capital investments or maintenance fees.
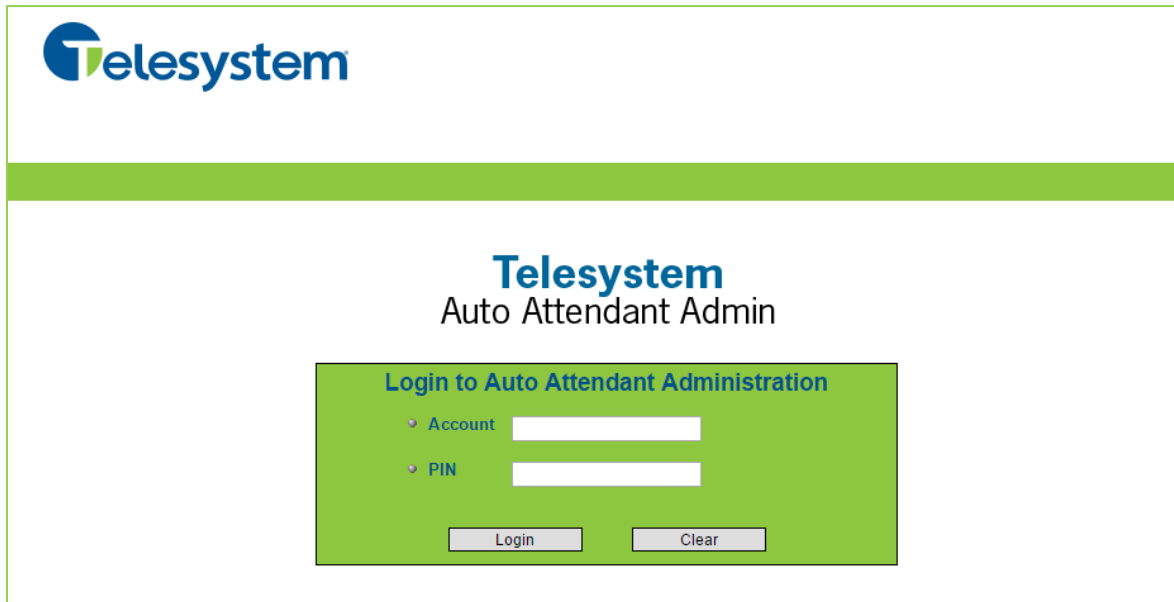
2 Accessing the Auto Attendant Admin Portal

The following steps will guide you through access the Auto Attendant Administrative Portal.

1. Start a Web browser and enter the following address:
   https://msgcollab.epiphanyic.com/aaAdmin/aaAdmin.do

   Note: If using Internet Explorer 10 and newer, you should use compatibility mode to access the Auto Attendant Portal.

2. Enter your credentials into the **Account** and **PIN** fields.
   - The **Account** is the **10-digit phone number** the auto attendant is assigned to.
   - Telesystem will provide the default **PIN** to your system administrator. If you need this PIN reset or changed please contact a customer service representative.

3. Click the **Login** to proceed.

3 Auto Attendant Admin Portal Interface

Upon log in, you will be presented with the **Menu Summary** page.

1	Navigation Bar	Links that allow you to navigate through the available pages in the Auto Attendant Admin Portal. The navigation bar contains the following options:
		• **Menu Summary:** Select this option to display the list of Auto Attendant menus.
		• **Schedule Summary:** Select this option to setup schedules for Auto Attendant menus.
		• **Dial By Name Directory:** Select this option to create, modify, and delete subscriber and access accounts. If user information needs to be changed in the Dial By Name Directory please contact customer support.
		• **Logout:** Select this option to exit the Auto Attendant Admin portal.
2	Login Information	Indicates the current logged in user and Auto Attendant being administered.
3	Current Page Title	Indicates which page in the Auto Attendant Admin portal you are currently accessing.
4	Current Active Menu	Indicates what menu is currently being played to callers by the Auto Attendant. As changes are made this updates in real-time.

4   Auto Attendant Menus

Use the Auto Attendant Administrator portal to create the call flow menus for an Auto Attendant.   An Auto Attendant includes a set of menus linked together. Each menu represents what a caller may do at any specific point in time. When you create a menu, you specify its purpose and define the actions that occur when the caller presses a key on the phone keypad or when a specific event occurs. For some action types, you may specify the prompt that plays. Use the procedure below to create a new Auto Attendant call flow menu.

To help you get started using Auto Attendant with minimum setup, the Auto Attendant includes sample menus that provide basic functionality, including the ability to transfer to a subscriber's telephone number or extension, perform a name directory search, transfer calls to the operator, and select the language in which callers hear prompts. You may modify the sample menus, but you cannot delete them from the system.

You can easily create a menu with a call flow similar to a sample menu or other existing menu by creating a clone of an existing menu.

4.1   Creating an Auto Attendant Menu

The following steps will provide you with instructions on creating a new call flow menu for an Auto Attendant.

1.   Select **Menu Summary** in the Auto Attendant **Navigation Bar.** The **Menu Summary** page opens.

2. Click the **New** button located at the bottom of the Menu Summary. The **Create New Menu** page opens.

3. In the **Menu Name** field, enter a descriptive name for the menu.
   Note: The name cannot contain spaces or special characters other than the underscore, and should describe the purpose of the menu.

4. Select the **Menu Type** for the menu you are creating. Depending on the type of menu you specify, you will be able to select different events or digits.
   - **Generic:** Allows the administrator to assign keys to actions, other menus, or to play prompts.
   - **Validate Extension:** Provides the same functionality as the **Generic Menu** and allows the caller to dial the extension number of the individual account. Auto Attendant validates the extension and transfers the caller to the appropriate account.
   - **Name Search:** Provides the same functionality as the **Generic Menu** and allows the caller to search for an account by first name or last name.
   - **Review:** Lists matches found in a Name Search by playing name announcements. The name announcements are the recorded names that individual user must setup in their own voicemail system in order to have an audio file available for the Auto Attendant.
   - **Language Selection:** Provides the same functionality as a **Generic Menu** and allows the caller select the language in which prompts play.
   Note: Customers will be responsible for providing the audio files for the prompts.

5. Optionally, enter a description of the menu's purpose. This description will display on the **Menu Summary** page and serves as a way to quickly identify a menu. Suggestions include annotating which menu is the **default menu**, or adding the script for a menu prompt for quick identification and updating.

6. Click the **Save** button to keep the changes you have made and move on to the **Modify Menu** page.

7. In the top portion of the page, enter the following parameters:

Parameter	Description	Menu Type
Menu Prompt	Specify the name of the prompt file that plays. To choose a prompt that is included with Auto Attendant or has already been uploaded to the system; click the **select** link next to the field. Scroll down the list of prompts to find your selection and click the prompt's name to insert it in the **Menu Prompt** field. If you plan to upload a new prompt, click the **Choose File** button then use your computer's file system to locate the compatible .WAV file. Ensure the file name contains no spaces or special characters other than the underscore, and then choose or open it. Click the **Upload** button to add the file to the system. If the file name already exists you will be prompted that you are about to overwrite an existing file. If you proceed, the existing file will be removed from the system and is not recoverable.	All Menus

Parameter	Description	Menu Type
Description	Description of the menu's purpose. This may already be populated if you entered a description on the previous screen.	All Menus
Search Criteria	Specify whether the caller may search for the subscriber by first name or by last name when they dial into the system.	Name Search
Menu Type	Displays the type of menu: • Name Search • Generic • Review • Validate Extension • Language Selection	All Menus
Input Timeout	The number of seconds the caller has to start entering digits on a touchtone phone. If the caller does not enter a digit within the specified period, the system times out and the call is processed according to the **Timeout Action Type** on the **Events** tab.	All Menus
Max Timeout Count	The number of times the caller can reach the Input Timeout before the system process the call according to the **Max Timeout Action Type** on the **Events** tab.	All Menus
Max Error Count	The number of errors the caller can make when entering digits on a touchtone phone before the system processes according to the **Max Error** action type on the **Events** tab.	All Menus
Barge In	If selected, a caller can enter digits on a touchtone phone while a prompt is still playing. The Dual-tone multi-frequency (DTMF) input interrupts the prompt.	All Menus
Error Barge In	If selected, a caller can enter digits on a touchtone phone while a prompt plays after the caller has committed an error.	All Menus
Search Limit	The maximum number of matches the system plays after the caller enters letters in the subscriber's last name.	Name Search

8. In the lower portion of the **Modify Menu** page, define the action to occur as a result of any single DTMF digit (on the **Digits** tab) or event (on the **Events** tab).

Digits Tab

Digit	Action Type	Action Target	Prompt	
0	Operator Transfer ▼	xxxx	hold_operator_transfer.wav	select
1	Goto Dialog ▼	mainmenu	ringing.wav	select
2	None ▼			select
3	None ▼			select
4	None ▼			select
5	None ▼			select
6	None ▼			select
7	Reprompt ▼			select
8	None ▼			select
9	Disconnect ▼		thank_you_goodbye.wav	select
*	None ▼			select
#	None ▼			select

Events Tab

Event	Action Type	Action Target	Prompt	
Error	Reprompt ▼		am_sorry_invalid_entry.wav	select
Timeout	Reprompt ▼			select
Max Error	Disconnect ▼		thank_you_goodbye.wav	select
Max Timeout	Disconnect ▼		thank_you_goodbye.wav	select

Action Types

Parameter	Description	Menu Type
Backward	The system plays the previous match when the caller presses the specified DTMF digit or when the specified event occurs.	Review
Direct Transfer	The caller transfers to a subscriber's extension when they press the specified DTMF key. When you select **Direct Transfer**, a **Name Directory** page lists users in the organization. Select the check box next to the subscriber you want callers transferred to and click **Select**. The **Action Target** updates with the subscriber's dial number.	All Menus
Dynamic Transfer	The caller transfers to the extension entered on the phone keypad. This action type is only available for **Unique Match** and **Valid Extension** events.	All Menus

Parameter	Description	Menu Type
External Transfer	The caller transfers directly to an external address when they press the specified DTMF key. When you select **External Transfer**, a **Transfer Number page** opens. Select **SIP Address** or **Telephone Number** in the drop-down list, enter the appropriate value in the text box, and click **Select**. The **Action Target** field automatically updates.	All Menus
Forward	The system plays the next match when the caller presses the specified DTMF key or when the specified event occurs.	Review
Goto Dialog	Links a caller to another Auto Attendant menu. When you select Goto Dialog, a **Menu Selection** page lists existing Auto Attendant menus. Select the check box next to the menu that you want the caller to hear and click **Select**. You can also create a new menu by clicking the **New** button on the **Menu Selection** page. The **Action Target** field updates with the menu name.	All Menus
None	No action target is configured. When a caller presses the specified DTMF key an **Error** occurs**.**	All Menus
Operator Transfer	The caller transfers to the operator when they press the specified DTMF key. When you select **Operator Transfer**, the **Action Target** is set to the organization **Operator Transfer Number** defined by the service provider. To change this, please contact customer support.	All Menus
Reprompt	Replays the entry prompt for the current menu.	All Menus
Select Language	The caller can select the language in which prompts play when they press the specified DTMF key. When you choose the **Select Language** option, the **Action Target** provides a list of languages available on the system.	Language Selection
Start	The system starts playing the list of matches when the caller presses the specified DTMF digit or when the specified event occurs.	Review
Voicemail Transfer	Sends a caller directly to a Voicemail account's mailbox greeting. When you select **Voicemail Transfer**, a **Name Directory** page lists existing Auto Attendant accounts. Select the check box next to the name of the account that wants this service and click **Select**. The **Action Target** updates with the dial number.	All Menus

9. If you select an action type and want to play a prompt to the caller, use the following method to select the prompt to play:

- Click the **select** link in the row. A prompt selection page similar to this page opens:

Digits	Events			
Digit	Action Type	Action Target	Prompt	
0	Operator Transfer ▼	xxxx	hold_operator_transfer.wav	select
1	Goto Dialog ▼	mainmenu	ringing.wav	select
2	None ▼			select
3	None ▼			select
4	None ▼			select
5	None ▼			select
6	None ▼			select
7	Reprompt ▼			select

- Click the **Play** button PLAY to listen to a prompt using your browser's default media player.
- Click on the prompt's name to select it and assign it to the action.
- Proceed to step 11.

Prompt Selection

You can either select from existing prompts or upload your own prompt.

To upload your pre-recorded .wav prompt, click on 'browse' button to navigate to the file, then click 'upload'.

Choose File | No file chosen   Upload

To select from the existing prompts, click on the prompt name, click on play button to listen to the prompt.

PLAY	DemoGreeting.wav
PLAY	HolidayGreeting.wav
PLAY	Weather_Emergency.wav
PLAY	aa_main_menu.wav
PLAY	am_sorry_invalid_entry.wav
PLAY	am_sorry_invalid_extension.wav
PLAY	company_default_greeting.wav
PLAY	dial_by_first_name.wav
PLAY	dial_by_last_name.wav
PLAY	end_of_list.wav
PLAY	exit_search.wav
PLAY	hold_operator_transfer.wav
PLAY	holidayGreeting.wav
PLAY	language_select.wav
PLAY	list_matches_menu.wav
PLAY	matches_found.wav
PLAY	matches_found_menu.wav
PLAY	no_matches_found.wav
PLAY	ringing.wav
PLAY	thank_you_goodbye.wav
PLAY	voice.wav

10. To upload a pre-recorded .wav file, use the following method:

- Click the **select** link in the row. A prompt selection page similar to the following opens:
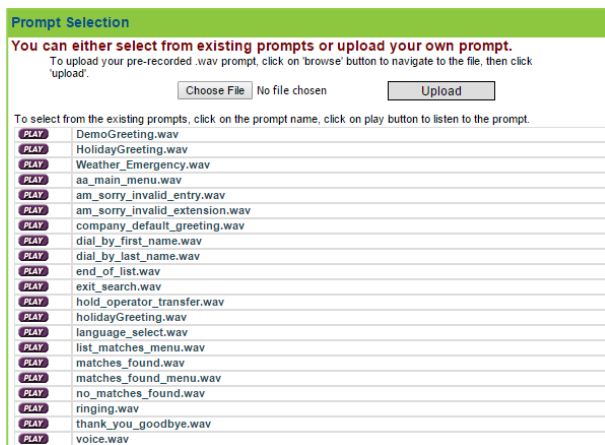
- Click the **Choose File** button and use the computers file system to locate the .wav file you want to add to the system. Ensure that the file name contains no spaces and no special characters other than the underscore.
- Click the **Upload** button. The system uploads the .wav file to the **Prompt Selection** menu and assigns it as the active prompt for the action.

The following example shows prompts specified for the Operator Transfer, Direct Transfer, and Disconnect Action Types.

Note: The **Reprompt** does not receive a prompt because it plays the main Menu Prompt by default.

Digit	Events		
Digit	**Action Type**	**Action Target**	**Prompt**
0	Operator Transfer ▼	xxxx	hold_operator_transfer.wav	select
1	Direct Transfer ▼		ringing.wav	select
2	Reprompt ▼			select
3	Disconnect ▼		thank_you_goodbye.wav	select

11. Click the **Save** button to keep your changes.

4.2 Cloning an Auto Attendant Menu

A simple alternative way to create a menu is by creating a clone or copy of a menu that is already defined. Cloning allows you to change only the parts of the menu that you want without having to start from scratch.

To Clone a Menu:

1. Select **Menu Summary** in the Auto Attendant Admin navigation bar. The Menu Summary Page Opens.
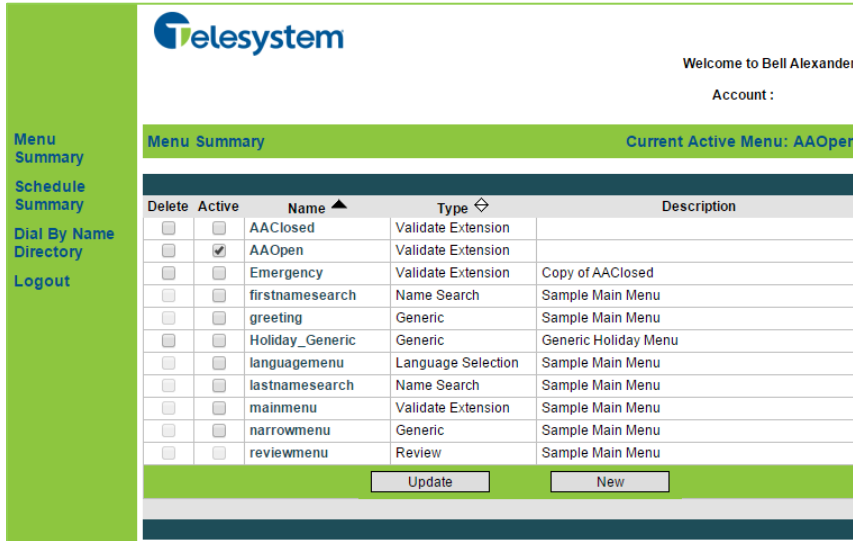
2. Click on the name of the menu you wish to clone. The **Modify Menu** page opens, similar to the following:
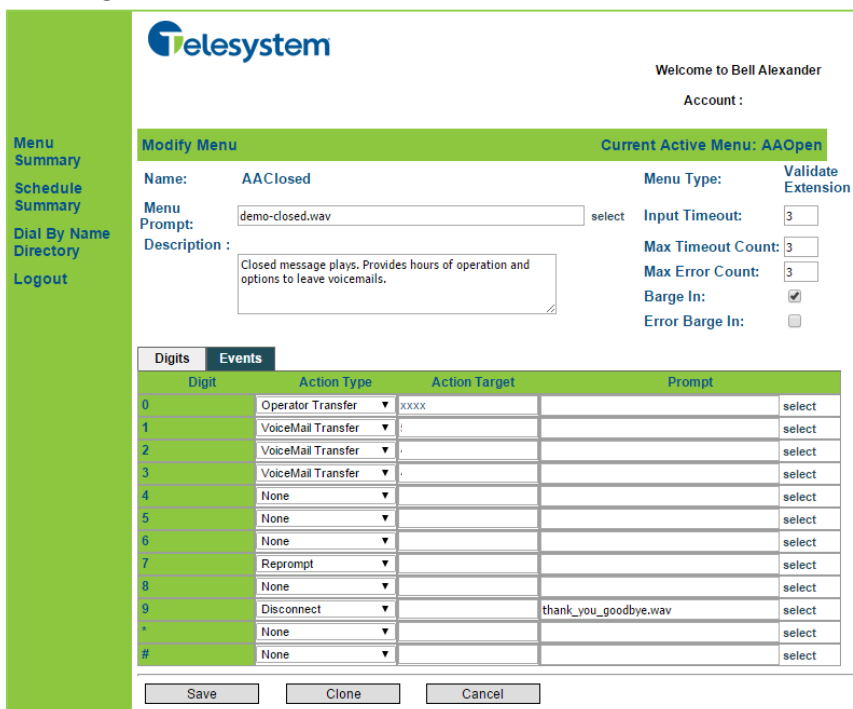
3. Click the **Clone** button located at the bottom of the **Modify Menu** page. The **Clone Menu** page opens.

Clone Menu			Current Active Menu: AAOpen	

Name: [   ] **Menu Type:** Validate Extension

Menu Prompt: demo-closed.wav select **Input Timeout:** 3

Description: Copy of AAClosed **Max Timeout Count:** 3

Max Error Count: 3

Barge In: ☑

Error Barge In: ☐

Digits **Events**

Digit	Action Type	Action Target	Prompt	
0	None ▼			select
1	Operator Transfer ▼	xxxx		select
2	None ▼			select
3	None ▼			select
4	None ▼			select
5	None ▼			select
6	None ▼			select
7	None ▼			select
8	None ▼			select
9	None ▼			select
*	None ▼			select
#	None ▼			select

Save	Cancel

4. In the **Name** field, enter a name for the new menu. The name cannot contain any spaces or special characters other than the underscore, and should describe the purpose of the menu.

5. Perform steps 8 through 11 in the section of this guide labeled *4.1 Creating an Auto Attendant Menu.*

5   Creating a Schedule

After you create the menus for an Auto Attendant, you can setup the menus to play based on a specific schedule (such as business hours, non-business hours, holidays, and so on). The schedule determines the prompts callers hear and when the prompts play. For example, if you create a lunchtime menu, you can create a corresponding schedule that plays a certain greeting to callers during the lunch hour. Before you create a schedule, create the menus to include in the Auto Attendant, as described in **section** *4.1 Creating an Auto Attendant Menu.*

For each schedule, you can define the following:

- **First schedule instance:** You can define the start date/time and end date/time for the first instance of the schedule. For example, you can define a weekend schedule that starts on Friday, November 29 at 5PM and ends on Monday, December 2 at 8AM.
- **Recurrence Patter:** From the first instance, you can choose a pattern by which the instance recurs. The recurrence patterns include **daily**, **weekly**, **monthly**, and **yearly**. You can also choose to have the recurrence continue indefinitely or specify an end date. For example, you can set up the weekend schedule defined above to recur every weekend by selecting the **weekly** recurrence option.
- **Precedence:** The precedence allows for multiple schedules that overlap. During the overlapping period, the system plays the menu from the schedule with the highest precedence.

5.1   Creating a Schedule

Follow these steps to create a schedule that will determine when a menu will play.

1. Select **Schedule Summary** in the **Auto Attendant Navigation Bar**.
2. Click the **New** button to create a new schedule. The **Create Schedule** page opens.

3. In the **Name** field, enter a descriptive schedule name. The schedule name cannot contain spaces or special characters other than the underscore.

4. In the **Precedence** drop-down list, select the level of precedence for the schedule. If more than one schedule is set to run at the same time, the schedule with the higher precedence plays. Valid values are: **Lowest**, **Low**, **Medium**, **High**, and **Highest**.

5. Optionally, enter a description of the schedule. For example, Message to be played during lunch hour.

6. Specify the duration of the schedule in the **Start Time**, **End Time**, **Start Date**, and **End Date** fields.

7. Click the **Create Recurrence Pattern** button and configure how often this schedule should happen. The recurrence patterns include **None**, Daily, Weekly, Monthly, and Yearly. To create a recurrence pattern:

   a. In the **Time Duration** fields, select the start and end time**.**

   b. Specify when the schedule should recur (**None**, **Daily**, **Weekly**, **Monthly**, or **Yearly**). When you select an option, the choices change.

Recurrence Pattern	Options
None	No additional options. The schedule will occur on the Start Date at the scheduled Start Time and play until the End Date/End Time are met and then never play again unless modified.
Daily	Every *n* day(s): Enter a value to define how often the schedule runs, or choose **Every weekday** which will activate the schedule Monday through Friday.
Monthly	Day date of every *m* month: Enter the day of the month the schedule will run on, and the number of months.
Weekly	Recur every *n* week(s) on: Enter a value to define how often the schedule will run, and select the days (Sunday through Saturday) the schedule runs.
Yearly	Every month date: Select a month, and enter a day for which the schedule should recur.

Recurrence Pattern:

○ None   ○ Daily   ● Weekly   ○ Monthly   ○ Yearly

Recur every 1 week(s) on:

☐ Sunday   ☑ Monday   ☐ Tuesday   ☑ Wednesday

☐ Thursday   ☑ Friday   ☐ Saturday

    c. Specify whether the recurrence continues indefinitely or specify an end date. In the **Range of recurrence** section, enter:

        i. **Start Date**: Date when recurring schedule begins.

        ii. **No end date:** Select this if the schedule is not limited.

        iii. **End by:** The schedule ends on a specific date.

Range of recurrence:

Start Date: May ▼ | 21 ▼ | 2015 ▼

End Date: ● No end date

                ○ End by May ▼ | 21 ▼ | 2015 ▼

    d. Click the **Save** button. The **Create Schedule** page displays a summary of the recurrence pattern, similar to the following:

Recurrence: This schedule occurs every week on Monday, Wednesday, and Friday effective 05/22/15 from 12:00 PM to 1:00 PM for a duration of 1 hours.   [Modify Recurrence Pattern]

8. To select the menus callers will hear during the scheduled time, click the **Add Menu to Schedule** button. The **Select Menu Step 1 of 2** page displays a list of available menus.

Select Menu Step 1 of 2   **Current Active Menu: AAOpen**

Select a menu to add to this schedule.

Select	Name ▲	Type ◇	Description
☐	AAClosed	Validate Extension	
☐	AAOpen	Validate Extension	
☐	Emergency	Validate Extension	Copy of AAClosed
☐	firstnamesearch	Name Search	Sample Main Menu
☐	greeting	Generic	Sample Main Menu
☐	Holiday_Generic	Generic	Generic Holiday Menu
☐	languagemenu	Language Selection	Sample Main Menu
☐	lastnamesearch	Name Search	Sample Main Menu
☐	mainmenu	Validate Extension	Sample Main Menu
☐	narrowmenu	Generic	Sample Main Menu

[Next]   [Cancel]

9. Select the menu that you want to play during this schedule by placing a check the select column, and then click the **Next** button. You may also preview the menu by click on the menu name to view the options configured for the menu. Once you choose a menu you will proceed to the **Select Menu Step 2 of 2** page. It also displays a list of menus.

Select Menu Step 2 of 2			Current Active Menu: AAOpen
Select a menu that Holiday_Generic will override.			
Select	**Name** ▲	**Type** ⬦	**Description**
☑	AAClosed	Validate Extension	
☐	AAOpen	Validate Extension	
☐	Emergency	Validate Extension	Copy of AAClosed
☐	firstnamesearch	Name Search	Sample Main Menu
☐	greeting	Generic	Sample Main Menu
☐	languagemenu	Language Selection	Sample Main Menu
☐	lastnamesearch	Name Search	Sample Main Menu
☐	mainmenu	Validate Extension	Sample Main Menu
☐	narrowmenu	Generic	Sample Main Menu
Next	Previous		Cancel

10. Select the menu that your original selection will override. **This should be the default menu**. For many companies the default menu is the **closed** menu. Select the menu by placing a check in the column for the default menu and then click the **Next** button. The **Create Schedule** page opens and shows the names of the menus in the bottoms section.

Select the menus used in this schedule:

Tip: The menu selected to override will only play during this time and only when the original menu is active.

Name	Overrides	Remove
Holiday_Generic	AAClosed	☐
Add Menu To Schedule	Remove Selected Menus	

Save	Cancel

11. Verify the information and click the **Save** button. The **Schedule Summary** page opens.

Schedule Summary		Current Active Menu: AAOpen
Delete	**Name** ▲	**Description**
☐	Lunch_Schedule	Message to be played during lunch
☐	Open	Menu plays during open hours, M - F 8a - 5p
	Delete	New

6 Dial by Name Directory

A Dial by Name directory allows a caller to reach a subscriber by name and then transfer to the subscriber's extension. The Auto Attendant administrator can enable and disable users from the Dial by Name Directory. Callers can enter the subscriber's first or last name on a touchtone phone to transfer to the individual's phone.

To use the Dial by Name Directory, the subscriber account must already exist, and the Subscriber Auto Attendant service must be active for the subscriber account.

To Enable or Disable a User in the Dial By Name Directory:

1. Select **Dial By Name Directory** in the Auto Attendant **Navigation Bar**. The Dial By Name Directory page opens. The directory lists accounts in the organization that owns the access account.

2. Select the people to include in the Dial By Name Directory:
   - Select the check box next to individual accounts
     Or
   - Click the **Enable All** button to include all names
     Or
   - To exclude names from the directory, clear the check box next to individual names or click the **Disable All** button to clear the check box next to all names.

3. Click the **Save** button to keep your changes.

7   Prompt Recording Studio

The Prompt Recording Studio application allows administrators to record custom prompts and name announcements. The Prompt Recording Studio application gathers custom prompts entered in the Auto Attendant menu as file names. Once the custom prompts are available, you can use the Auto Attendant Admin Graphical User Interface (GUI) to upload them for use in Auto Attendant menus.

Ensure the name of any prompt file that you add to the Auto Attendant call flow contains only digits (for example, 111.wav, 20.wav), not alphabetic characters. If a prompt file name contains alphabetic characters (for example, test.wav, myprompt.wav), the Prompt Recording Studio plays "unreadable filename" when listing the prompt names to select for recording.

7.1   Accessing Prompt Recording Studio

There are two ways to access the Prompt Recording Studio application:

- Dial the Prompt Recording Studio access number.
- Dial the Auto Attendant access number and then press *6 when the Auto Attendant greeting begins.

7.1.1   Dialing Prompt Recording Studio Access Number

To access Prompt Recording Studio by dialing the Prompt Record access number:

1. Dial the Prompt Recording Studio access number.
   The following prompt plays:
   "Hello and welcome to the Prompt Recording Studio."
2. When prompted to enter your account number, enter the Auto Attendant access number and press #.
3. When prompted for your PIN, enter the Auto Attendant access number PIN. This is the same PIN used to access the Auto Attendant Admin Portal.

   The system offers the following options:

Key	Task
1	Record new prompts
2	Review all prompts.
3	Record a specific prompt.
4	Record name announcements for each Auto Attendant subscriber.
*	Exit.

7.1.2   Dialing Auto Attendant Access Number

To access Prompt Recording Studio by dialing the Auto Attendant access number:

1. Dial the Auto Attendant access number.
2. While listening to the first menu, press *6*.

   The following prompt plays:

   "Hello and welcome to the Prompt Recording Studio."

3. When prompted for your PIN, enter the Auto Attendant access number PIN. This is the same PIN used to access the Auto Attendant Admin Portal.

   The system offers the following options:

Key	Task
1	Record new prompts.
2	Review all prompts.
3	Record a specific prompt.
4	Record name announcements for each Auto Attendant subscriber.
*	Exit.

7.2   Recording New Prompts

In an Auto Attendant menu, new prompts are prompts that have not been recorded. When you create or modify a menu in the Auto Attendant Admin Portal, you can enter the name of a prompt that does not exist. After you enter the new prompt name and save it into a menu, you can use Prompt Recording Studio to record the new prompt. After you record and save a new prompt, you can use the **Review all Prompts** option to make changes.

If your system does not have Text to Speech (TTS), make sure the name of any prompt file that you add to the Auto Attendant call flow contains digits (for example, 111.wav, 20.wav), not alphabetic characters. If a prompt file name contains alphabetic characters (for example, test.wav, myprompt.wav), the Prompt Recording Studio plays "unreadable filename" when listing the prompt names to select for recording.

Before recording new prompts, use the Auto Attendant Admin Portal to specify a prompt file that is not currently used in a menu. For more information, see section **4.1 Creating an Auto Attendant Menu.**

To Record a New Prompt:
1. Access the Prompt Recording Studio.
2. On the main menu, press **1** to record new prompts.
3. Prompt Recording Studio plays the list of prompt file names and instructs you how to proceed when you hear the prompt you want to record.

   The following options are available:

Key	Task
1	Re-play the list of prompts.
2	Re-play the previous prompt.
3	Skip to the next prompt.
#	Continue with prompt recording.
*	Return to the main menu.

4. When you hear the prompt you want to record, press **#**. The system plays the new prompt file name to record, then plays the following instructions: **please record this prompt after the beep**. When finished, press the **#** key.

5. Record the prompt and press **#**.

   The system offers the following options:

Key	Task
1	Review the recorded prompt.
2	Re-record the prompt.
3	Save the prompt.
*	Cancel.

6. When you are satisfied with the recording, press **3** to save. Prompt Recording Studio then plays the main menu.

7.3 Reviewing Prompts

In an Auto Attendant menu, all prompts refers to the set of prompts in an organization's call flow, whether or not the prompts have been recorded. When creating menus for a call flow, you can use Prompt Recording Studio to review and re-record any prompt specified as a Menu Prompt, DTMF list, or event list.

If your system does not have Text to Speech (TTS) and prompt file names contain alphabetic characters (for example, test.wav, myprompt.wav), Prompt Recording Studio plays "unreadable file name" when reviewing prompts.

To Review and Re-record Prompts:
1. Access the Prompt Recording Studio.
2. On the main menu, press **2** to review all prompts.
3. Prompt Recording Studio plays the list of prompt file names and instructs you how to proceed when you hear the prompt you want to modify.

   The following options are available:

Key	Task
1	Re-play the list of prompts.
2	Re-play the previous prompt.
3	Skip to the next prompt.
#	Continue with prompt recording.
*	Return to the main menu.

4. When you hear the prompt you want to modify, press **#**.

   The system offers the following options:

Key	Task
1	Review the current prompt.
2	Record the current prompt.
3	Delete the prompt.
*	Cancel.

5. Press **2** to record the prompt, and press **#**.

   The system plays the following instructions:
   "Please record this prompt after the beep."

6. Record the prompt and press **#**.
   The system offers the following options:

Key	Task
1	Review the recorded prompt.
2	Re-record the prompt.
3	Save the prompt.
*	Cancel.

7. When you are satisfied with the recording, press **3** to save. Prompt Recording Studio plays the main menu.

7.4   Recording Name Announcements

Auto Attendant uses name announcements for transfer confirmations and Dial By Name selection. You can record name announcements using the Prompt Recording Studio.

To Record a Name Announcement:
1. Access the Prompt Recording Studio.
2. At the main menu, press **4** to record name announcements.
3. When prompted, enter a valid user account number and press **#**.
4. After the beep, record the name announcement and press **#.**
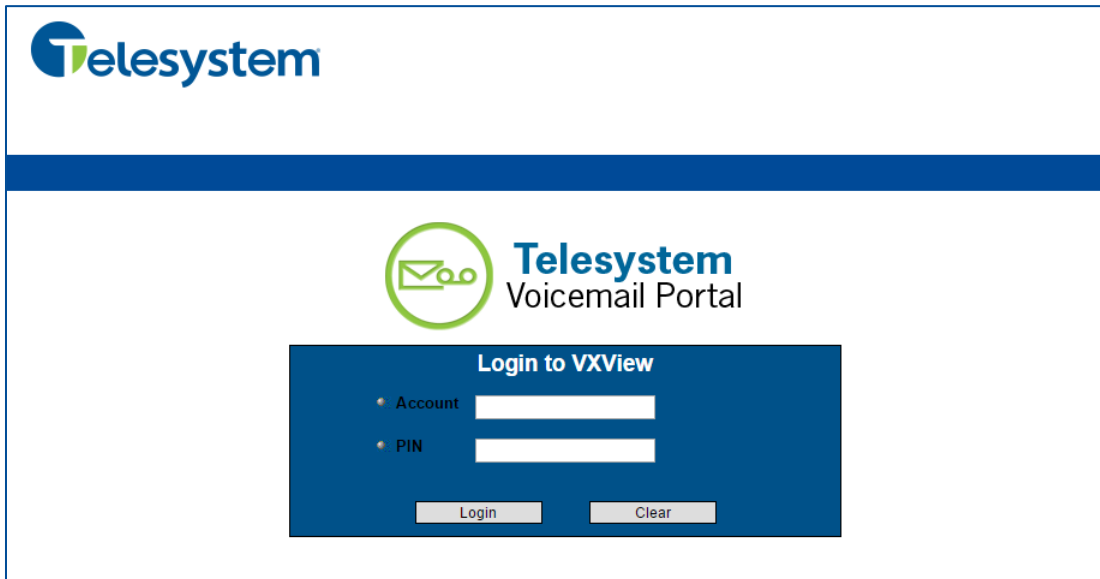5. Press **3** to save.
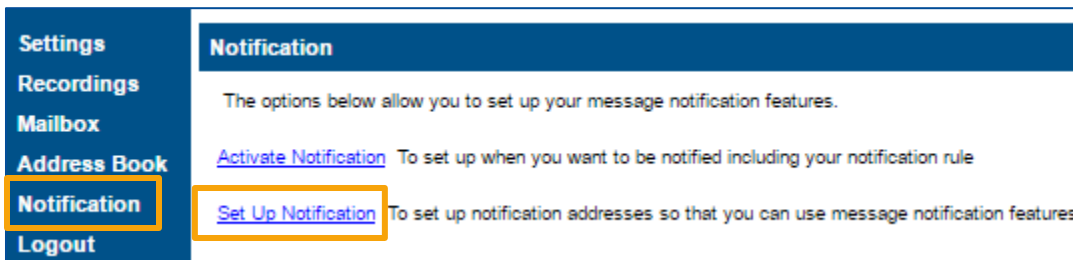
8   Record Prompts Using Voicemail

If you have a voicemail box, you can use it to record new prompts for you Auto Attendant system. This is done by configuring the voicemail box to send you an email attachment of messages that are left in your voicemail box. The attachment is already in the .wav format needed for the Auto Attendant system. Save the attachment to your computer, rename it, and then upload it to the Auto Attendant Admin Portal.

The following steps will assist you with configuring the **Voicemail Email Notification**:

1. Access the Voicemail Portal at https://msgcollab.epiphanyic.com/VXView/VXView.do

2. Enter your credentials in the **Account** and **PIN** fields:
    -   The **Account** will be the 10-digit phone number for the voicemail box. Note that this is likely not the same phone number assigned to your Auto Attendant system. Most Auto Attendants do not have an assigned Voicemail service because the system is designed to transfer callers to a different number.
    -   The **PIN** will be the same as the access PIN used to check your voicemail messages when you call in to hear your voicemail messages.

3. Click on **Notification** from the **Navigation Bar** on the left hand side of the screen. Then click on the **Set Up Notification** link.

4. Enter the destination email address when you want your messages delivered in the **Email Address** field. Then click the **Add Attachment** button. The email address will then appear in the **Email Address List** window followed by "**(attachment)**", indicating that email address will receive and message when a voicemail message is left and the message will be attached to the email as a **.wav** attachment.

Note: If you select **Add**, you will still receive an email notification when a voicemail is left, but it will not include the **.wav** attachment.

5. Click the **Save** button at the bottom of the page to keep your changes.

6. You will receive a **Confirmation** screen. Click on the **notification settings** link to return to the **Notification** menu.

7. Now, click the **Activate Notification** link.

8. Ensure that the **Notify me through Email** option is set to "**Every time I receive a message**".

Activate Notification

VX can automatically notify you when you receive a new message. We can notify you by e-mail, telephone, or a message waiting indicator(MWI).

Resume All Notifications : [Resume All]

Notification for: Voicemail

My Notification Choices:

Notify me through Email
- ○ Off
- ○ If message meets my Notification Rule
- ◉ Every time I receive a message

Notify me through Message Wait Indicator
- ○ Off
- ○ If message meets my Notification Rule
- ◉ Every time I receive a message

[Reset]   [Save]   [Cancel]

My Notification Rule:

Notify me when ...
- ☐ An urgent message arrives
- ☐ Message is from this list of people:
  [No List Selected ▼] [New List]

9. Click the **Save** button at the bottom of the page to keep your changes.
10. Call into your voicemail box. When prompted leave your message. When leaving the message only say what you wish for your Auto Attendant prompt to play to your callers unless you plan to edit the audio file yourself.
11. When you receive the email with the .wav audio file attachment, save the attachment to your computer.
12. Rename the .wav file, ensuring the new file does not contain any spaces or special characters other than the underscore.
    Note: Keep in mind that once the prompt has been uploaded to the Auto Attendant system the file name cannot be changed.
13. Login to the ***Auto Attendant Admin Portal*** .
14. Select the menu from the **Menu Summary** page that you wish to use the new prompt with.
15. Click the **Select** link for the corresponding prompt.
16. When the **Prompt Selection** menu opens, click the **Choose File** button. Then use your local file system to locate and select the .wav file that you save and renamed earlier. The file name will now show next to the **Choose File** button.

Prompt Selection

You can either select from existing prompts or upload your own prompt.
To upload your pre-recorded .wav prompt, click on 'browse' button to navigate to the file, then click 'upload'.

[Choose File] NewPrompt.wav   [Upload]

17. Click the **Upload** button to add the new file to the Auto Attendant. You will return to the **Modify Menu** page. The file name of the prompt will now show in the **Menu Prompt** field.

18. Make any necessary adjustments to the remainder of the Auto Attendant menu to correspond with the dialog in the new prompt. Click **Save** to keep your changes.