



Accessing Auto Attendant



Telesystem
Auto Attendant Admin

Login to Auto Attendant Administration

Account

PIN

1. Access the **Auto Attendant Admin Portal** by going to the following address in your web browser:
<https://msgcollab.epiphanyic.com/aaAdmin/>
(URL is case-sensitive)

Enter credentials for the Auto Attendant into the Account and PIN fields.

- **Account:** 10-digit phone number assigned to the Auto Attendant
- **PIN:** Telesystem will provide the default PIN to your system administrator. If you need this PIN reset or changed, please contact a customer service representative.

Click **Login**.

Creating a New Menu

Menu Summary Current Active Menu: AAOpen

Delete	Active	Name ▲	Type ⇅	Description
<input type="checkbox"/>	<input type="checkbox"/>	AAClosed	Validate Extension	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	AAOpen	Validate Extension	
<input type="checkbox"/>	<input type="checkbox"/>	Billing_Dept	Generic	
<input type="checkbox"/>	<input type="checkbox"/>	Emergency	Validate Extension	Copy of AAClosed
<input type="checkbox"/>	<input type="checkbox"/>	firstnamesearch	Name Search	Sample Main Menu
<input type="checkbox"/>	<input type="checkbox"/>	greeting	Generic	Sample Main Menu
<input type="checkbox"/>	<input type="checkbox"/>	Holiday_Generic	Generic	Generic Holiday Menu
<input type="checkbox"/>	<input type="checkbox"/>	language menu	Language Selection	Sample Main Menu
<input type="checkbox"/>	<input type="checkbox"/>	lastnamesearch	Name Search	Sample Main Menu
<input type="checkbox"/>	<input type="checkbox"/>	mainmenu	Validate Extension	Sample Main Menu
<input type="checkbox"/>	<input type="checkbox"/>	narrowmenu	Generic	Sample Main Menu
<input type="checkbox"/>	<input type="checkbox"/>	OPEN_SALES_MEETINGS	Validate Extension	Copy of AAOpen
<input type="checkbox"/>	<input type="checkbox"/>	reviewmenu	Review	Sample Main Menu
<input type="checkbox"/>	<input type="checkbox"/>	Sales_Dept	Generic	
<input type="checkbox"/>	<input type="checkbox"/>	SALES_MEETING_MENU	Generic	Copy of Sales_Dept
<input type="checkbox"/>	<input type="checkbox"/>	tech_support	Generic	

The Auto Attendant Menu allows you to define what message callers will hear when they contact you and to configure what happens when the caller presses the buttons on their phone.

1. From the **Menu Summary** page, click the **New** button .

2. From the **Create New Menu** page, enter a name for the menu. The name cannot contain any spaces or special characters other than underscores.

3. Select the Menu Type.

- **Generic:** Allows the admin to assign keys to actions, other menus, or to play prompts.
- **Validate Extension:** Provides the same functions as a Generic menu, but also allows a caller to reach an individual directly by dialing their extension. The Auto Attendant validates the extensions and transfers the caller to the appropriate account.
- **Name Search:** Allows the caller to search for users by first or last name.
- **Review:** Lists matches found in a Name Search by playing name announcements.
- **Language Selection:** Provides additional language support.

Tip: For the vast majority of Auto Attendants, you should select "Validate Extension". Once your menu name and type are saved, they cannot be modified. If changes need to be made, the menu will need to be deleted and recreated.

Create New Menu

Current Active Menu: AAOpen

Menu Name:

Menu Type:

☒ Generic
☐ Validate Extension
☐ Name Search
☐ Review
☐ Language Selection

Description:

Save

Reset

Cancel

4. Provide a description for the menu (optional).

5. Click the Save button

Save

 to continue to the Modify Menu page.

Modify Menu

The following steps can be used when creating a new menu or editing an existing menu.

1. Assign a Menu Prompt by clicking the select link to the right of the prompt field. When the Prompt Selection menu screen pops up:

- Choose an existing prompt by clicking on the file name, or
- Use the **Choose File** button

Choose File

 to select a .wav file from your local computer or network drive then click the **Upload**

Upload

 button to complete the process. The file name cannot contain any spaces or special characters other than underscores.

2. From the **Digits** tab, assign **Action Types** that provide the ability to assign what will occur when a caller presses the corresponding digit. Available options are listed in the chart to the left.

Operator Transfer	Transfer the caller to the operator number specified within the system. This number is entered by the service provider.
Direct Transfer	Transfers the caller to the specified internal number and rings their phone.
Voicemail Transfer	Transfers the caller directly to the specified number's voicemail and does not ring their phone.
External Transfer	Transfers a caller to a number that is not internal to the company. <i>NOTE: Long Distance charges may be accessed if the number is not a local call.</i>
Goto Dialog	Plays a sub-menu.
Reprompt	Replays the Menu Prompt audio for the caller.
Disconnect	Terminates the call.

Modify Menu

Current Active Menu: AAOpen

Name:

Menu Type:

Menu Prompt:

select

Input Timeout:

Description :

Max Timeout Count:

Max Error Count:

Barge In: ☒

Error Barge In: ☐

Digits

Events

Digit	Action Type	Action Target	Prompt
0	Operator Transfer		<div>select</div>
1	None		<div>select</div>
2	Operator Transfer		<div>select</div>
3	Direct Transfer		<div>select</div>
4	Voicemail Transfer		<div>select</div>
5	External Transfer		<div>select</div>
6	Goto Dialog		<div>select</div>
7	Reprompt		<div>select</div>
8	Disconnect		<div>select</div>
9	None		<div>select</div>
*	None		<div>select</div>
#	None		<div>select</div>

Save

Clone

Cancel

The Action Target specifies where the caller should be transferred to.

Error	This will occur when the callers makes an input error on their touchtone phone. The system default is to replay the menu prompt.
Timeout	This will occur when the Input Timeout entry is met. The system default is to replay the menu prompt.
Max Error	This will occur when the caller reaches the Max Error Count entry. The system default is to terminate the call.
Max Timeout	This will occur when the caller reaches the Max Timeout Count entry. The system default is to terminate the call.
Validate Extension	This will transfer the caller when they input digits that match a valid extension.

Digits	Events			
Event	Action Type	Action Target	Prompt	
Error	Reprompt ▼		am_sorry_invalid_extension.wav	select
Timeout	Reprompt ▼			select
Max Error	Disconnect ▼		thank_you_goodbye.wav	select
Max Timeout	Disconnect ▼		thank_you_goodbye.wav	select
Valid Extension	Dynamic Transfer ▼			select

Input Timeout	Number of seconds that the caller has to make an entry after the prompt plays before the Timeout event occurs.
Max Timeout Count	Number of times the Timeout event may occur before the Max Timeout event occurs.
Max Error Count	Number of times the Error event may occur before the Max Error event occurs.
Barge In	When selected, allows the caller to make a selection before the Menu Prompt has completed playing the entire message.
Error Barge In	When selected, allows the caller to make a selection before the Menu Prompt has completed re-playing the entire message following the user making an Error .
Menu Type:	Validate Extension
Input Timeout:	<input type="text" value="3"/>
Max Timeout Count:	<input type="text" value="3"/>
Max Error Count:	<input type="text" value="3"/>
Barge In:	<input checked="" type="checkbox"/>
Error Barge In:	<input type="checkbox"/>

3. From the **Events** tab, you will need to setup what happens when callers press an invalid option.

The action types available are the same as those listed previous for the **Digits** tab.

These **Events** are directly related to the options at the top, right-hand part of the **Modify Menu** page.

Creating Schedules

Schedule	Recurrence	Precedence Level	Overrides
Open	8AM-6PM Weekdays	Low	Closed Menu
Lunch	12PM-1PM Weekdays	Medium	Closed Menu
Holiday	8AM-6PM (specific date),No Recurrence	High	Closed Menu

Schedules allow you to determine when the menus will play for your Auto Attendant. Before a schedule can be created, the menu must exist. Follow the steps above to create the menu.

Example: Your organization is open from 8AM-6PM Monday-Friday. You route calls differently from Noon-1PM while people are at lunch, and you are closed for an upcoming holiday. You would need an Open Schedule, a Lunch Schedule, and a Holiday Schedule.

NOTE: When the schedule is not active, your default menu will play. You should never manually activate a greeting from the menu summary screen; doing so may cause instability with your schedules.

1. From the Schedule Summary page, click the **New** button . The **Create Schedule** page will open.

2. Enter a name for the schedule. The name of the schedule cannot contain any spaces or special characters other than the underscore.

3. Enter a description of the schedule (optional).

4. Set the **Precedence** level for the schedule. The **Precedence** determines which schedule should occur when there is an overlapping period of schedules. The schedule with the highest precedence will become active.

5. Enter the **Time Duration** with the start date/time and end date/time for when this schedule should occur.

6. Click the **Create Recurrence Pattern** button and configure how often this schedule should be used. See the chart to the left for available recurrence patterns.

7. Set the **Range of recurrence**. In the **Start Date** field, enter the date the schedule should begin playing. If the schedule should play indefinitely, select **No end date**. To end the schedule on a particular date, enter the end date in the **End by** field.

8. Click the **Save** button to save your recurrence and return to the **Create Schedule** page. The Recurrence will provide you with a description of the pattern you just created.

This schedule occurs on every December 25 effective
Recurrence: 12/25/15 from 8:00 AM to 5:00 PM for a duration of 9 hours.

9. Under the **Select the menus used in this schedule** heading, click the **Add Menu To Schedule** button. You will then be directed to the **Select Menu Step 1 of 2** page.

Create Schedule

Current Active Menu: AAOpen

Name:

HolidaySchedule

Precedence:

High

Description:

Generic Holiday Schedule

Time Duration:

Start Time:

08

00

AM

Start Date:

Dec

25

2015

End Time:

05

00

PM

End Date:

Dec

25

2015

None	The schedule will be active only for the period specified in the Time Duration . Good for special events and holidays that occur on a different date each year.
Daily	The schedule will repeat on a daily basis. If a "1" is placed in the Every _ day(s) , the schedule will repeat each day of the week (including weekends). If the Every Weekday option is selected, the schedule will only repeat during the specified start/end time, Monday – Friday each week. Good for your regular business hours or open schedule.
Weekly	The schedule will repeat on the days specified. To have the schedule repeat each week, enter a "1" in the Recur every _ week(s) on: . To have the schedule repeat every other week, enter a "2" in this field. Good for organizations that need a separate schedule for weekends or Monday, Wednesday, Friday schedules.
Yearly	The schedule will repeat each year on the date specified. Good for special events and holidays that occur on the same date each year such as Christmas, or Fourth of July.

Schedule Recurrence

Current Active Menu: AAOpen

Time Duration:

Start Time:

08

00

AM

End Time:

05

00

PM

Recurrence Pattern:

None

Daily

Weekly

Monthly

Yearly

Every

Dec

25

Range of recurrence:

Start Date:

Dec

25

2015

End Date:

No end date

End by

May

22

2015

Save

Cancel

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
No menus have been selected		
Add Menu To Schedule		Remove Selected Menus

Select Menu Step 1 of 2 Current Active Menu: AAOpen

Select a menu to add to this schedule.

Select	Name ▲	Type ↕	Description
<input type="checkbox"/>	AAClosed	Validate Extension	
<input type="checkbox"/>	AAOpen	Validate Extension	
<input type="checkbox"/>	Billing_Dept	Generic	
<input type="checkbox"/>	Emergency	Validate Extension	Copy of AAClosed
<input type="checkbox"/>	firstnamesearch	Name Search	Sample Main Menu
<input type="checkbox"/>	greeting	Generic	Sample Main Menu
<input checked="" type="checkbox"/>	HolidayMenu	Validate Extension	
<input type="checkbox"/>	languagemenu	Language Selection	Sample Main Menu
<input type="checkbox"/>	lastnameassearch	Name Search	Sample Main Menu
<input type="checkbox"/>	mainmenu	Validate Extension	Sample Main Menu
<input type="checkbox"/>	narrowmenu	Generic	Sample Main Menu
<input type="checkbox"/>	OPEN_SALES_MEETINGS	Validate Extension	Copy of AAOpen
<input type="checkbox"/>	Sales_Dept	Generic	
<input type="checkbox"/>	SALES_MEETING_MENU	Generic	Copy of Sales_Dept
<input type="checkbox"/>	tech_support	Generic	

Next Cancel

10. In the **Select Menu Step 1 of 2** page, you must select the menu you want to play when this schedule occurs by placing a check in the Select column for that menu and then click the **Next** button.

Select Menu Step 2 of 2 Current Active Menu: AAOpen

Select a menu that HolidayMenu will override.

Select	Name ▲	Type ↕	Description
<input checked="" type="checkbox"/>	AAClosed	Validate Extension	
<input type="checkbox"/>	AAOpen	Validate Extension	
<input type="checkbox"/>	Billing_Dept	Generic	
<input type="checkbox"/>	Emergency	Validate Extension	Copy of AAClosed
<input type="checkbox"/>	firstnamesearch	Name Search	Sample Main Menu
<input type="checkbox"/>	greeting	Generic	Sample Main Menu
<input type="checkbox"/>	languagemenu	Language Selection	Sample Main Menu
<input type="checkbox"/>	lastnameassearch	Name Search	Sample Main Menu
<input type="checkbox"/>	mainmenu	Validate Extension	Sample Main Menu
<input type="checkbox"/>	narrowmenu	Generic	Sample Main Menu
<input type="checkbox"/>	OPEN_SALES_MEETINGS	Validate Extension	Copy of AAOpen
<input type="checkbox"/>	Sales_Dept	Generic	
<input type="checkbox"/>	SALES_MEETING_MENU	Generic	Copy of Sales_Dept
<input type="checkbox"/>	tech_support	Generic	

Next Previous Cancel

11. In the **Select Menu Step 2 of 2** page, you must select the menu you want to override for this schedule. The menu you wish to override should **ALWAYS** be your default menu. Select the default menu by placing a check in the **Select** column and then click the **Next** button

Next

 .

Name	Overrides
HolidayMenu	AAClosed

12. The selected menus will now be listed in the **Name** and **Overrides** fields. Review your changes and click the **Save** button to add your new schedule to the **Schedule Summary**.

Dial By Name Directory

The **Dial By Name Directory** will list all users from the organization that are reachable via the **Auto Attendant**.

When a user is enabled, you are allowing a caller to dial the extension on a touchtone phone to reach them directly. To disable this feature, uncheck the box next to the number of the user you would like to disable.