Adding Auto Attendants
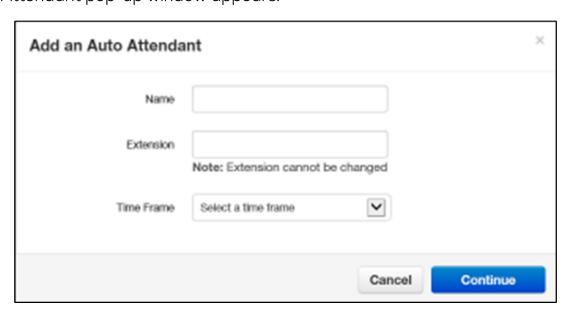
The following procedure describes how to add auto attendants.
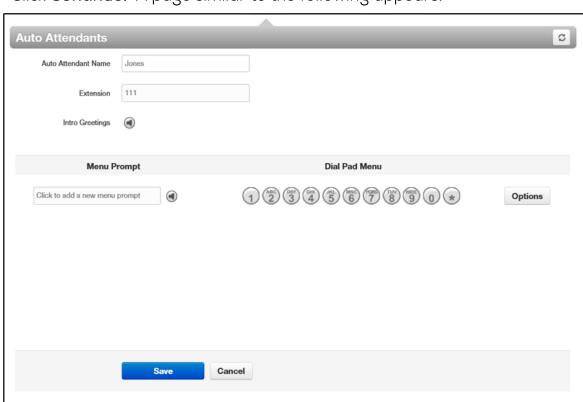
1. From the Auto Attendants page, click the **Add Attendant** button. The Add an Auto Attendant pop-up window appears.

2. Complete the fields.

Setting	Description
Name	Enter a name for this auto attendant. The name should allow you to differentiate this auto attendant from other auto attendants you configured.
Extension	Adding an auto attendant: select the extension used with this auto attendant. Editing an auto attendant: read-only field that shows the extension.
Time Frame	Select a time frame to which this answering rule will be applied. Choices shown are the ones previously configured using the procedure under "Adding Time Frames".

3. Click **Continue.** A page similar to the following appears.

4. Complete the fields.
5. Click **Save.**

Setting	Description
Auto Attendant Name	This is the auto attendant name you entered on the previous page. Use this field to change the name if desired.
Extension	Read-only field that shows the extension associated with this auto attendant that you entered on the previous page.
Intro Greetings	Click the 🔊 icon to display the Manage Greetings pop-up window and play, upload, record, or delete greetings.
Menu Prompt	Click in the text box or click the 🔊 icon to upload or record a menu prompt.
Dial Pad Menu	Routes calls to one of a variety of resources when a caller selects that option. Click a number, and then select an application from the following pop-up:

	• User = goes to a user (extension).
	• Conference = goes to a conference bridge.
	• Call Queue = goes to a call queue.
	• Directory = goes to a dial by name directory.
	• Voicemail = goes to a specific mailbox.
	• Voicemail Management = allows outside staff to call in and retrieve voicemail.
	• External Number = forwards to an external telephone number (for example, to send caller to on-call staff).
	• Play Message = commonly used for hours and directions.
	• Repeat Prompt = replays the menu of options to the caller.
	• Add Tier = adds a submenu with a new greeting and set of options.
Options	Click this button to open a pop-up window with the following options. Click Done when finished.: • Enable dial by extension = enable (check) or disable (uncheck) dial by extension. • If no key is pressed = sets the default action if no key is pressed. • If unassigned key is pressed = sets the action if an unassigned key is pressed.