

Attendant

A personal auto-attendant can have many uses. Here are a couple examples:

- Instead of giving out your cell phone number in your voicemail message, you can instruct callers to press 2 to reach you on your cell phone.
- If you commonly get calls that should go to a different extension, you can instruct callers to press 3 to reach the right person.

Change your Personal Auto-Attendant Settings

1. Click the **My Information** tab.
2. Click **Attendant**. You will see the following screen (values have been filled in for ease of explanation):

John Doe | Thu, 06 May 2010 2:06 PM | Home | Help | Logout

Voicemail | **My Information** | Call Forwarding | Speed Dial | Call History | Agent Availability | Phonebook | Phones

My Information

Contact Information
Unified Messaging
Distribution List
Conferences
Instant Messaging
Music On Hold
Attendant
MyBuddy

Override default AutoAttendant language

Check this box to override the default AutoAttendant language chosen by the administrator.

Language:

The language used by the AutoAttendant if the Override field is selected above.

Operator:

User ID or SIP URI the caller is transferred to after pressing 0.

Dialpad	Extension
<input type="checkbox"/> 2	<input type="text" value="95551212"/>
<input type="checkbox"/> 3	<input type="text" value="3555"/>
<input type="text" value="1"/>	<input type="button" value="Add"/>

A personal attendant can be configured that answers calls that divert to voicemail. It can use keys 0 through 9, where the key 0 typically represents an assistant or group receptionist. Using your phone you have to record a corresponding greeting that explains the attendant's keys and their functions to inform callers about the possibilities.



NOTE: Setting your personal auto attendant options will not change your voicemail greeting to callers. You must re-record your voicemail greeting to inform callers of the new options you have enabled.

3. Click the **Add** button.
4. Select a Dialpad number for this phone number entry.
5. Enter the extension or other phone number in the Extension column.



NOTE: If you wish to make one of the personal auto attendant destinations an outside number, you must put a 9 in front of the seven digit telephone number such as: **95551212**

Example Voicemail Message

For example, if you set option 2 to call your cell phone and option 3 to point to another department, you could say something like:

"Hello, you have reached the desk of _____. I am currently not able to take your call right now, but if you'll leave a message, I will return your call as soon as possible. If this is an emergency and you need to reach me immediately, press two now, or if you wish to speak to the _____ department, please press three."