

# Personal Auto-Attendant

## Personal Auto-Attendant

Given necessary permissions, every user can be configured with a personal and individually configurable auto-attendant. When a call rolls over to voicemail, an individual prompt plays that instructs the caller about available options. By pressing digits the caller can then select among the presented options, which can include forwarding to cell phone, forwarding to an assistant, forwarding to a colleague, forwarding to the user's home number, or leaving a message.

The personal auto-attendant feature also includes an individual zero-out capability. Typically when a caller gets diverted to voicemail but does not want to leave a message but speak to a human instead, the caller would try to press "0". For every user in the system or for groups of users it is possible to configure a zero-out target. This target can be an internal extension, an external number or a SIP URI address to allow for maximum flexibility.

Both the administrator or the user can change all the settings of the personal auto-attendant. The user can login to his or her individual user configuration portal, enable or disable the personal auto-attendant, configure new settings and alter forwarding destinations.

In addition the user or admin can select the language of the voicemail and personal auto-attendant system. Provided proper language packs are installed, the user can individually select a preferred language. All prompts of the voicemail system are then played in that language for that user's voicemail system.

## Configuring the Personal Auto-Attendant - Admin View

The screenshot shows the SIPX ECS Admin View interface. The top navigation bar includes Home, Help, Logout, and a Search field. The main menu has tabs for Users, Devices, Features, System, and Diagnostics. The left sidebar lists various configuration options, with 'Personal AutoAttendant' selected. The main content area is titled 'Personal AutoAttendant' and includes the following settings:

- User:** 200
- Operator:** 3121 (with a note: Extension or SIP URI that caller is transferred to after pressing 0.)
- Override language:**  (with a note: Check this box to override the default AutoAttendant language chosen by the administrator.)
- Language:** English (with a note: The language used by the AutoAttendant if the Override field is selected above.)

Below the settings is a table for configuring dialpad options:

	Dialpad	Extension
<input type="checkbox"/>	1	19786674532
<input type="checkbox"/>	2	monica@example.com
<input type="checkbox"/>	3	311
<input type="checkbox"/>	9	8300
<input type="checkbox"/>	5	Add

At the bottom of the configuration area are buttons for 'Remove', 'OK', 'Apply', and 'Cancel'.

## Configuring the Personal Auto-Attendant - User View

The user can get access to the personal auto-attendant configuration screen by login into the user portal. To login provide your User ID and PIN. The same settings are available as in the admin view, including personal language settings and zero-out target.

**SIPX ECS** Home Help Logout

VoiceMail My Information Call Forwarding Speed Dial Call History ACD Presence Phonebook

Phones

> Voicemail  
> Distribution List  
▶ **Attendant**

**My Information**

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

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.

	Dialpad	Extension
<input type="checkbox"/>	1	19786674532
<input type="checkbox"/>	2	monica@example.com
<input type="checkbox"/>	3	311
<input type="checkbox"/>	4	8300
<input type="checkbox"/>	9	8300
	5	<input type="button" value="Add"/>

## Granting Permission to use the Personal Auto-Attendant

In order for the user to use the personal auto-attendant, the admin has to grant respective permission. This can be done either on a per user level or for a group of users. If the admin revokes permission to use the personal auto-attendant, the user is no longer able to configure the personal auto-attendant from the user configuration portal. An existing personal auto-attendant does not get deleted by revoking permission, so that the admin can reinstate permission at a later stage. If the admin wants to turn off an existing personal auto-attendant, then the admin needs to disable it from the admin portal. The default permission for the personal auto-attendant is enabled.

**SIPX ECS** Home Help Logout Search

Users Devices Features System Diagnostics

> Identification  
> Phones  
> Call Forwarding  
> Schedules  
> Speed Dial  
> Group Supervisor  
> Personal AutoAttendant  
> Registrations  
▶ **Permissions**  
> Caller ID

**User: 200**

**Permissions**

**General Permission**

Superadmin Access  (Default: unchecked)  
 User can log into administration interface.

Change PIN from IVR  (Default: checked)  
 User can change PIN value from Voicemail system. PIN is used to log into voicemail system and web interface. PIN does not affect the password phones use to authenticate with registration server.

Configure Personal Auto Attendant  (Default: checked)  
 User can configure personal auto attendant

## Example Voicemail Message

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.

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."