



Easy Auto Attendant

Quick Setup Guide

EASY AUTO ATTENDANT



BASIC FIRST TIME SETUP INSTRUCTIONS:

Your Easy Attendant allows you two menu options to choose from:

1. **Business and Non-business Hours**
2. **Single**

When deciding which option to use its important to think about what you need your menu to say.

An Example of Initial Greeting for your Auto Attendant:

Thank-you for calling Bob's Tire. If you know your party's extension, press 1. To dial by name, press 2. To hear our business hours, press 3. If you would like to speak to a service technician press 4. If you have a question about your bill press 5.

EASY ATTENDANT SETUP USING WEB INTERFACE (Recommended)

STEP 1: To use web interface to set up the dialing tree on the easy attendant, go to <https://voice.btcbbroadband.com/login/bg/#bg/login.htm>

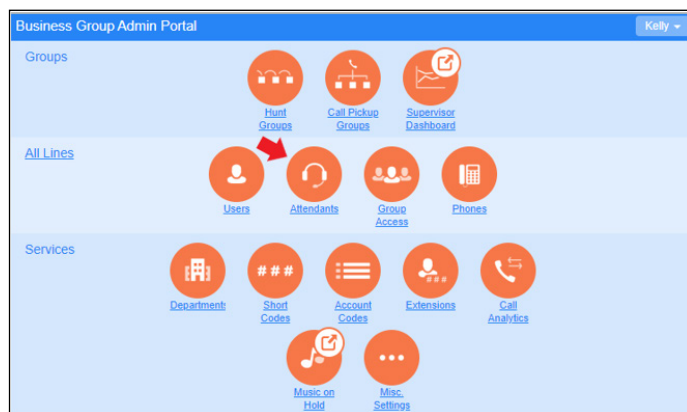
Enter your Business Group (BG) Admin phone number and password.

-OR-

Go to <https://voice.btcbbroadband.com/login/#login.html>

Enter the phone number of the auto attendant and password. Skip to step 4 if logging in with auto attendant number.

STEP 2: Under **All Lines**, click on the **Attendants** icon.

A screenshot of the "CommPortal Web" login page. It has a light blue header with the text "CommPortal Web". Below the header is a light blue box with the text "Please log in below.". There are two input fields: "Number:" and "Password:". To the right of the "Password:" field is a blue "Login" button.

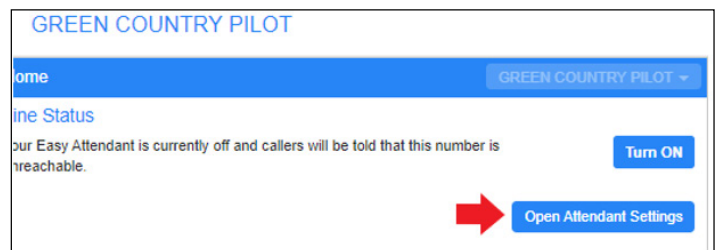
STEP 3: Click on the drop-down arrow next to **Actions**, and select **View Attendant Settings**.



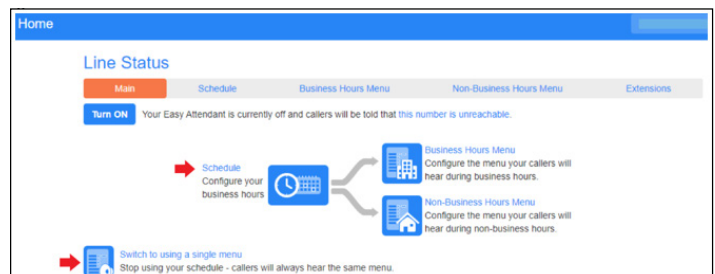
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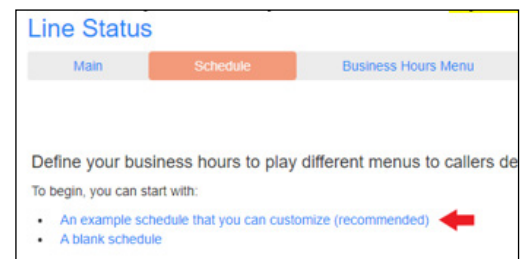
STEP 4: Click on **Open Attendant Settings**.



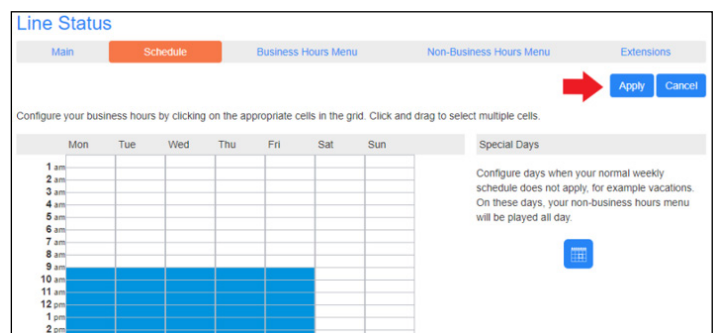
STEP 5: When you first log in, you will have to choose between using a schedule to configure **business and non-business hours menus** or using a **single menu**.



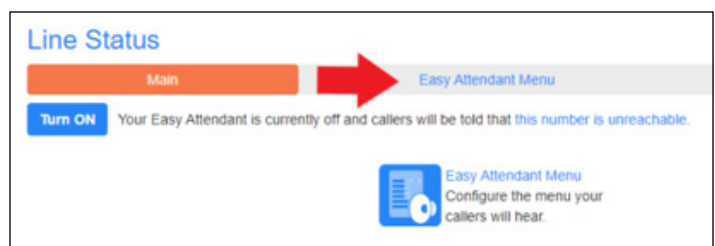
STEP 6: If you Click on **Schedule**, you will see the following options, it's recommended to click on an example schedule you can customize. **If you chose single menu, skip to Step 8.**



STEP 7: This will bring up a grid. The blue boxes are your business hours. Click inside the box to change your business hours. Once your hours are set, click **Apply** to save your business hours. **Then click on the Business Hours Menu, skip to Step 9.**



STEP 8: If you choose the option to use a single menu, click on **Easy Attendant Menu**.



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STEP 9: Select your options for each number key, according to the directions in your initial greeting, then click **Apply**.

For example, if your initial greeting states: "Thank-you for calling Bob's Tire. Our store hours are Monday-Friday 10 am to 7 pm, and Saturday from 9am to 6 pm. If you would like to hear directions to our store, press 1.

If you would like to speak to a service technician, press 2. To leave a voice message to be returned on the next business day press 3. If you know your party's extension, press 4. If you would like to dial by name, press 5."

Note: Dial by Name and Dial by extension must be assigned to an option. You cannot say "if you know your parties extension enter it at any time."

To set up your menu for the greeting above, select **Play Announcement** for option 1. For option 2 select **Transfer to Phone**, then select the number from the drop down. For option 3 select **Transfer to Voicemail** then select the number from the drop down. For option 4 select **Dial by Extension**, for option 5 select **Dial By Name**. Click on **Apply** to save.

This screenshot shows a web interface for configuring an auto attendant. On the left, a list of ten options is shown, each with a dropdown menu. Options 1 through 5 are selected: 'Play Announcement', 'Transfer to Phone', 'Transfer to Voicemail', 'Dial by Extension', and 'Dial by Name'. Options 6 through 10 are set to 'Unassigned'. To the right of these options are two dropdown menus, each showing 'e.g. (123) 456 7890'. A red arrow points to the 'record' button next to the first dropdown. On the far right, there is a 'Record initial greeting' section with a text area containing a sample greeting and a 'record' button. At the top right of the interface are 'Apply' and 'Cancel' buttons, with a red arrow pointing to the 'Apply' button.

STEP 10: Before you can activate your easy attendant, you must record your initial greeting, and any announcements you choose to play as part of your menu. It's recommended to record from the phone (*instructions can be found below*).

You can record from your PC if you have a good microphone. Don't forget to click **Save** after recording. You can also have a professional announcement recorded. See note below on .wav format needed.

This screenshot is identical to the one above, showing the configuration interface. A red rectangular box highlights the 'Record initial greeting' section on the right side of the interface, which includes a text area with a sample greeting and a 'record' button.

Note: If you do record from a PC or opt for a professional recording, the format must be WAV (8Khz, Mono, a-law). If you do not have the option to save in that format, go to www.g711.org, choose the a-law option, check optimize audio for Phone, and click submit. Once the converter is done, you will have to click on the link to download your file.

RECORDING THE INITIAL GREETING FROM A PHONE:

1. Dial 918-364-0994. System will ask you to enter the 10-digit phone number.
2. Enter Easy Attendant phone number followed by #.
3. Voicemail system will ask you to dial a PIN. Enter your PIN. _____
4. Follow the prompts to edit your Easy Attendant and record your announcements. The system will let you listen, delete and re-record until you are happy with your recording.

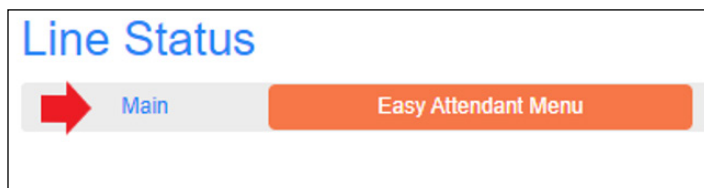
STEP 11: If you choose the Schedule option, Click on **Off-Business Hours**. Repeat Steps 9 and 10.

This screenshot shows a 'Line Status' interface with four buttons: 'Main', 'Schedule', 'Business Hours Menu', and 'Non-Business Hours Menu'. The 'Schedule' button is highlighted with an orange background. A red arrow points to the 'Non-Business Hours Menu' button.

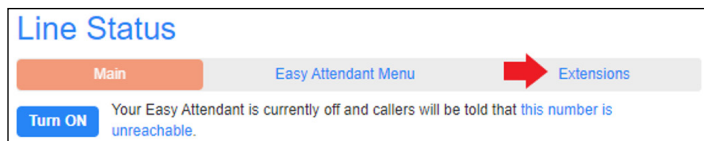
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STEP 12: When you are done setting your menu options, and recording your initial greeting(s) and announcement(s), click on the **Main** tab.



STEP 13: Skip to Step 16, if you are **not** using dial by extension. If you are allowing your callers to dial by extension, make sure all extensions used are programmed on the **Extension** Tab. If they are not showing up, log into your Admin Portal (<https://voice.btcbbroadband.com/login/bg/#bg/login.html>), using the phone number designated as the BG admin.



Follow the instructions in the BG Admin [video](#), click on **Adding Extensions**.

STEP 14: Optional: You have the option to manually add extensions to numbers outside your business group. Enter the 3-digit extension you want to use, the name of the person/business, and the phone number. Click **Add**.

A screenshot of the "Add Extension" form. The form has a title "Add Extension" in blue. Below the title, there is a section "Name and Number" with a dropdown arrow. Under this section, there are four input fields: "Extension:" with the value "200" and a note "(between 1 and 7 digits)", "First Name:" with the value "BTC", "Last Name:" with the value "Broadband", and "Telephone Number:" with the value "918-366-8000" and a note "e.g. (123) 456 7890". Below these fields, there are two expandable sections: "Record Spoken Name" and "Upload Spoken Name". At the bottom of the form, there are three buttons: "Delete Spoken Name", "Add", and "Cancel".

STEP 15: Once you have all your extensions programmed, click on the **Main** tab.

STEP 16: If you are **not** using the **Dial by Name** option, skip to Step 17. If you selected the **Dial by Name** option, the system will only transfer calls to phones that have voicemail set up and have a name recorded. When a user first logs into their voicemail inbox, the system will walk them through recording their name.

STEP 17: Click **Turn ON** to turn allow customers to use your Easy Attendant, then click the drop down in the upper right corner to logoff.

For additional assistance, please call:
(918) 366-8000

