



Premium Attendant

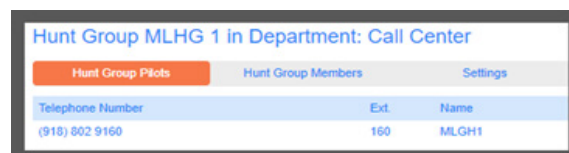
Quick Setup Guide



PREMIUM ATTENDANT SETUP INSTRUCTIONS

The set-up instructions below will include sample setup options to show what is available when using the Premium Attendant. You can choose which options you wish to implement for your business. The system is designed to prompt you for additional information when needed and to warn you when an option is not fully set up.

For example: Click on the blue linked text to bring you to the page that needs additional set up. In some cases, you will see the warning icon without text, just click on the warning icon to see the message



Hunt Group MLHG 1 in Department: Call Center		
Hunt Group Pilots	Hunt Group Members	Settings
Telephone Number	Ext.	Name
(918) 862 9160	160	MLGH1

STEP 1: Log In to the user portal: <https://voice.btcbbroadband.com/login/#login.html>

STEP 2: Login is the 10-digit phone number of your Auto Attendant, numbers only. If you do not remember your password, contact your Business Group Admin.

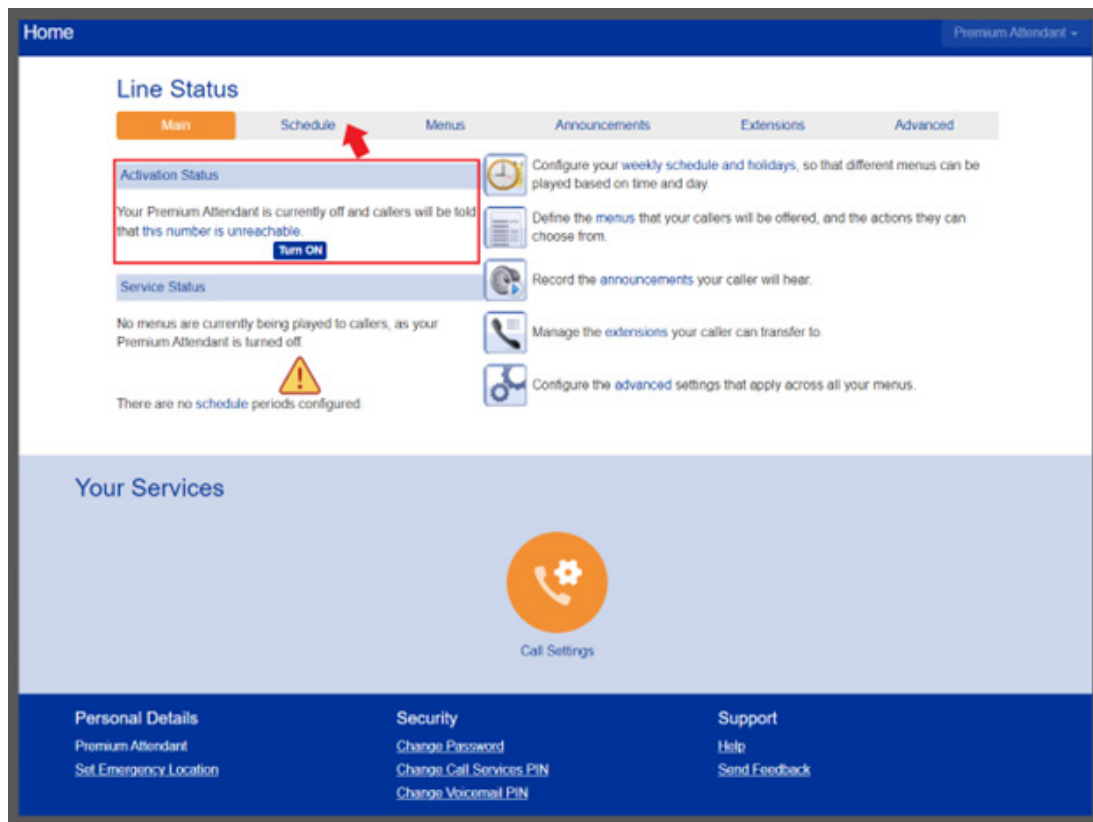
Note: You can also log in to the BG (Business Group) Admin portal with the BG Admin login and password, select Attendants then click on the Premium Attendant phone number.

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

STEP 3: Notice the Attendant is currently turned off. You will not be able to turn it on until you setup a menu and record the initial greeting.

STEP 4: Click on the Schedule tab if you want different menus to be active at different times.

PREMIUM ATTENDANT SETUP INSTRUCTIONS



STEP 5: Click on *An example schedule that you can customize (recommended).*

PREMIUM ATTENDANT SETUP INSTRUCTIONS

STEP 6: The example schedule will give you *Working Hours, Weekend, Lunch and Special Days*. You can have up to 8 time periods you can name/rename, plus *All other times* and *Special Days*.

STEP 7: You will want to **add a new period for every time period** that will need a different menu.

STEP 8: Click on **Add New Period**, enter a name, and click **OK**. Repeat until all periods are defined, click **Apply**.

STEP 9: To assign a time range to each period, click on a period name, then click on the grid for the day(s) and time(s) you need that menu to play. If you click on **Zoom In** at bottom left of the grid, the time periods will expand to 15-minute increments. Click on **Apply** before leaving the current tab or you will lose your changes.

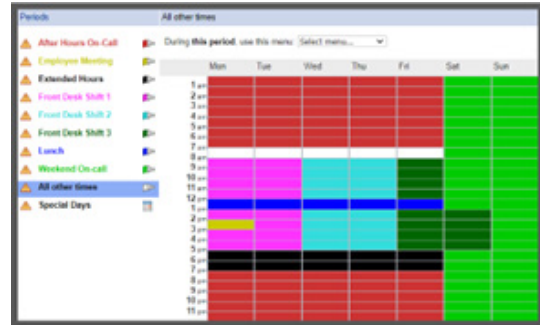
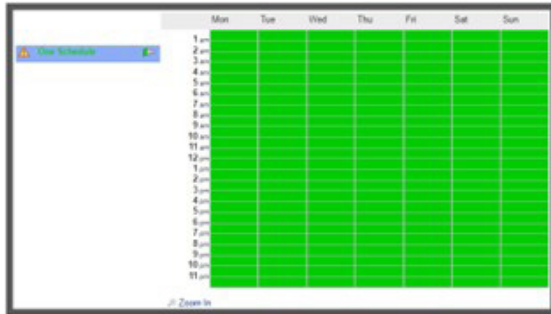
Call Settings

General

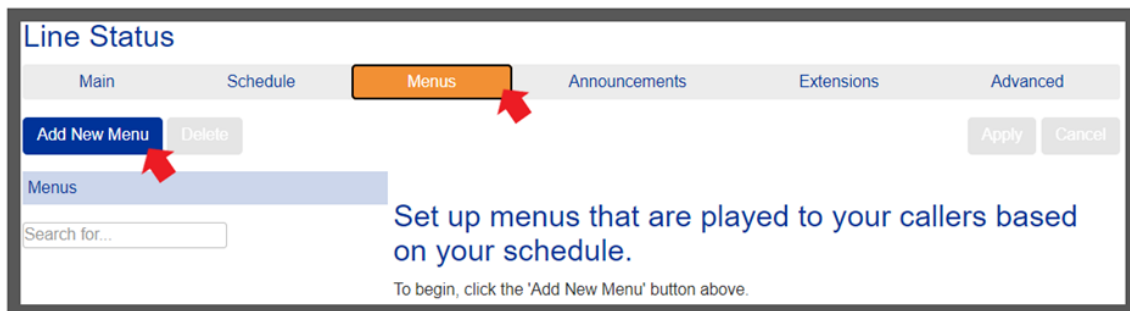
Caller transfer is not available as no operator number has been set for your business group.

PREMIUM ATTENDANT SETUP INSTRUCTIONS

STEP 10: You can use 1 time period or all 10.



STEP 11: Click on Menu, then click *Add New Menu*



PREMIUM ATTENDANT SETUP INSTRUCTIONS

STEP 12: Name the menu, type description, select Create New Announcement from drop down, name the announcement, in the announcement description, type out the text of the announcement. This will be helpful if you ever need to change announcements.

STEP 13: Click on OK, then click Apply. I will be using a menu for my Sales option, so I am repeating steps above for Sale Menu and announcement

The screenshot displays the 'Premium Attendant' setup interface, specifically the 'Menus' tab. The interface includes a top navigation bar with tabs: Main, Schedule, Menus (active), Announcements, Extensions, and Advanced. Below the navigation bar are buttons for 'Add New Menu' and 'Delete'. A warning message states: 'This menu has not been set up.' The main form area contains fields for 'Name' (Business Hours) and 'Description' (Main Business Hours Menu, 1. Sales 2. Service. 3. dial by ext 4. dial by name. 5. dial by name 0. Operator). A 'Menu announcement' dropdown menu is open, showing options: 'Select announcement...', 'Select announcement...', and 'Create new announcement...'. A modal dialog is open for creating a new announcement, titled 'Choose a name for the new announcement.' It contains a 'Name' field (Business Hrs Ann) and a 'Description' field (Thank-you for calling... for sales press 1, for service press 2, if you know your parties extension press 3, to dial by name press 4. To hear hours and address, press 5. | To). The modal has 'OK' and 'Cancel' buttons.

1 Name Business Hours

2 Description Main Business Hours Menu
1. Sales 2. Service. 3. dial by ext
4. dial by name. 5. dial by name
0. Operator

Menu announcement Select announcement...
Select announcement...
Create new announcement...

Choose a name for the new announcement.

You may also provide a description.

Name: Business Hrs Ann

Description: Thank-you for calling... for sales press 1, for service press 2, if you know your parties extension press 3, to dial by name press 4. To hear hours and address, press 5. | To

OK Cancel

PREMIUM ATTENDANT SETUP INSTRUCTIONS

STEP 1: Stay on the Menus tab, click on Keys.

STEP 2: Select the options to match your announcement. My Business Hours announcement will say: "Thank you for calling ABC company. To reach sales press 1, for service press 2. If you know your party's extension, press 3. To dial by name press 4. To hear our business hours and our store address press 5. For the operator press 0, and to repeat this menu press #.

1. Option 1 select Go to Menu, the system will prompt for a menu, select Sales
2. Option 2 Transfer to phone, the system will prompt for a number, select 898 (Service number).
3. Option 3 select Dial by extension
4. Option 4 select Dial by name
5. Option 5 select Announcement Return. This will play the announcement and return the call to the menu. You can also choose Announcement-Hang up, which will disconnect the call after playing the announcement. The system will prompt you to select the announcement to play.

Note: When Dial by Name used in a menu, each person with a phone line must have their voicemail set up with their name recorded. When each person initially logs into their voicemail, the system will prompt them to set up their voicemail, which includes recording their name. If they do not record their name, the system will not find them when customers use the dial by name menu option.

Note: When using Transfer to operator, an operator extension must be set up in your business group. If it is not set-up, contact your Business Group Administrator.

PREMIUM ATTENDANT SETUP INSTRUCTIONS

MainScheduleMenusAnnouncementsExtensionsAdvanced

Add New MenuDeleteApplyCancel

Menus

GeneralKeysTimeoutReferences

Search for...

Business Hours

Sales

1Go to Menu

2Transfer to Phone

3Dial by Extension

4Dial by Name

5Announcement - Return

6Use Default

7Use Default

8Use Default

9Use Default

0Transfer to Operator

#Replay Menu

*Use Default

Sales

898

?

?

HOP & Address

Do Nothing

Do Nothing

Do Nothing

Do Nothing

? 901 9

Return to Previous Menu

To the right is a list of options available for each key 1-9, 0, # and *

- Use Default
- Transfer to Phone
- Transfer to Voicemail
- Dial by Extension
- Dial by Name
- Voicemail by Extension
- Voicemail by Name
- Transfer to Operator
- Intercept Mailbox
- Go to Menu
- Return to Previous Menu
- Replay Menu
- Announcement - Return
- Announcement - Hang up
- Hang up

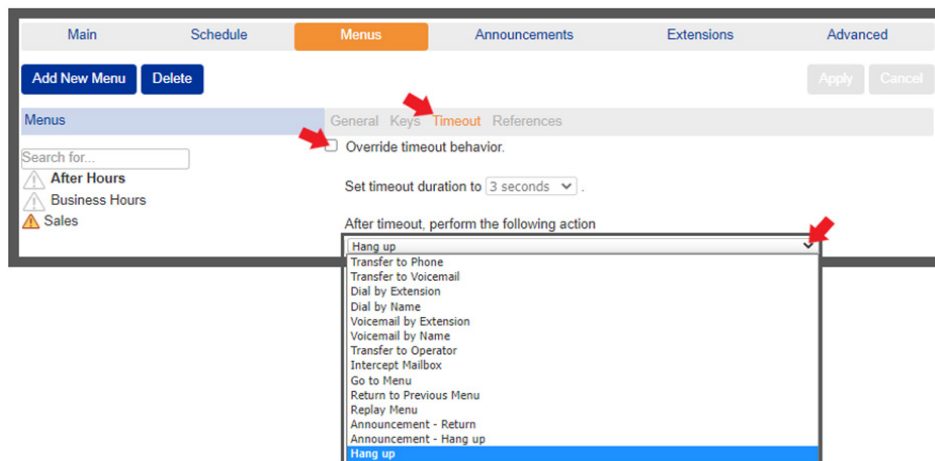
If you select an option that is not fully set up, the system will display the warning icon. Click on the icon to see what needs to be done for that option to function.

The selected announcement does not have recorded audio



PREMIUM ATTENDANT SETUP INSTRUCTIONS

- Each Premium Attendant is set up with a default Timeout behavior under the Advanced tab. The default option is to wait 3 seconds play message “nothing has been selected,” and replay the menu announcement 3 times. On the 3rd time-out you will hear, “nothing has been selected, good-bye. The system will disconnect the call.
- This can be changed for this menu only by selecting Override timeout behavior and selecting an options below.



- If additional information is needed, the system will prompt you. You can also change the default time, selecting 0-10 seconds. 0 seconds will allow the caller to select a valid option while the announcement is playing, but immediately preform the specified timeout action when the announcement stops.

Note: There is an option to Replay Menu, if you have this option selected and have a toll-free number pointed at your Auto Attendant, unexpected toll charges may result if the caller does not select an option and does not disconnect the call. I suggest using the system time out settings on the Advanced tab to limit the number or replays.

PREMIUM ATTENDANT SETUP INSTRUCTIONS

General Keys **Timeout** References

☒ Override timeout behavior.

Set timeout duration to **5 seconds**

After timeout, perform the following action

Transfer to Phone

897

Apply Cancel

- To set up announcements, click on the Announcements tab. Notice all of the announcements you set up are listed with a warning icon. If you click on the icon, the system will display the warning message. In this case our announcements are missing an audio file.
- You have several options to record/load an audio file:
 1. You can record over the phone by following the directions at the end of this document.
 2. You can click on the announcement number or name below, and record from your computer. You will need a high-quality headset and microphone. Recording over a build-in laptop microphone normally produces a low-quality recording. (Directions below)
 3. You can commission professionally recorded announcements and upload the announcement. Please let your recording company know our system will only accept .wav, a-law, 8Khz, mono files. If you have a previously record file, skip to the section below called Converting a prerecorded Announcement.

Main

Schedule

Menus

Announcements

Extensions

















Advanced

Add New Announcement

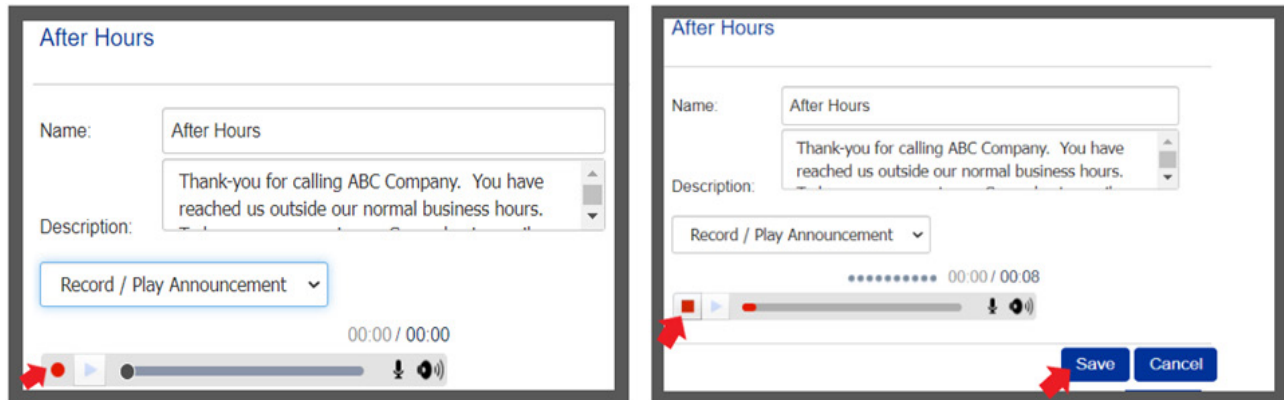
Delete

Download recording report...

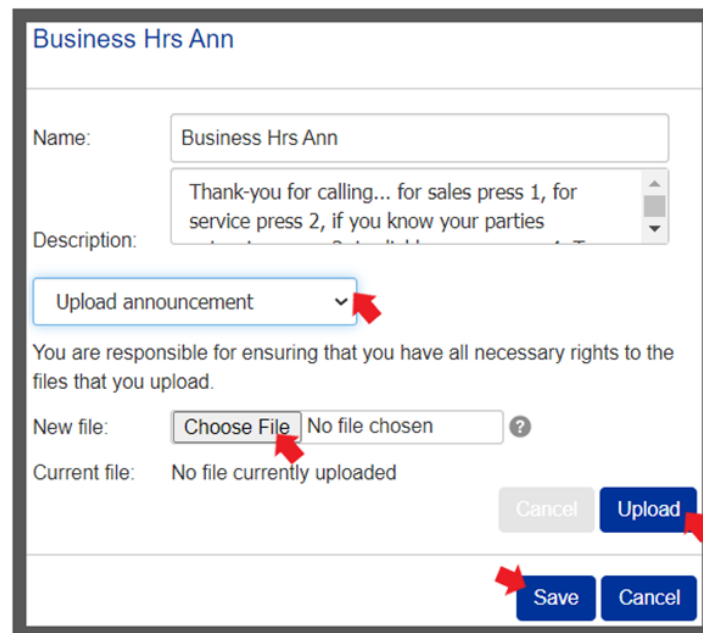
Search for name, description or announcement number...

<input type="checkbox"/>	Name	Description	
<input type="checkbox"/>	 104 After Hours	Thank-you for calling ABC Company. You have reached us outside our normal business hours. To leave a message in our General voice mail box, press 1. If this is an emergency, press 2 to transfer to our on-call cell phone.	
<input type="checkbox"/>	 106 Bad Weather	TY for calling. Our office is currently closed due to weather. To leave a vm to be returned on our next business day press 1. If this is an emergency and you need to reach the person on-call, press 2.	
<input type="checkbox"/>	 100 Business Hrs Ann	Thank-you for calling... for sales press 1, for service press 2, if you know your parties extension press 3, to dial by name press 4. To hear hours and address, press 5. To speak with company operator press 0.	
<input type="checkbox"/>	 107 Employee Meeting	TY for calling. Today is Monday between the ours of 2-3 pm. Our office is closed for an employee meeting. Please leave a vm message, and we will return your call shortly.	
<input type="checkbox"/>	 105 Holiday	Thank-you for calling, our office is closed for the Holiday so our employees can spend time with thier frienda & family. To leave a vm to be returned on our next business day press 1. If this is an emergency and you need to reach the person on-call, pres	
<input type="checkbox"/>	 102 HOP & Address	Our hour of operation are Monday thru Friday 8 am to 5 pm and Saturday noon to 5 pm	
<input type="checkbox"/>	 101 Lunch Menu Ann	Our office breaks for lunch from 12 noon to 1 pm Monday -Friday. If you would like to leave a VM in the general vm box press 1. To dial by extension press 2. if this is an emergency, press 3 to call the on-call cell phone.	
<input type="checkbox"/>	 103 Sales Menu	For Karen press 1. For Mike press 2. For Chris press 3. To be transferred to a general sale line press 4. To return to previous menu press 0. For the Operator press 9.	

- To record on your PC, connect your headset with microphone to your PC, then click on the announcement.
- Click the record button, when done click the stop button, then click save.

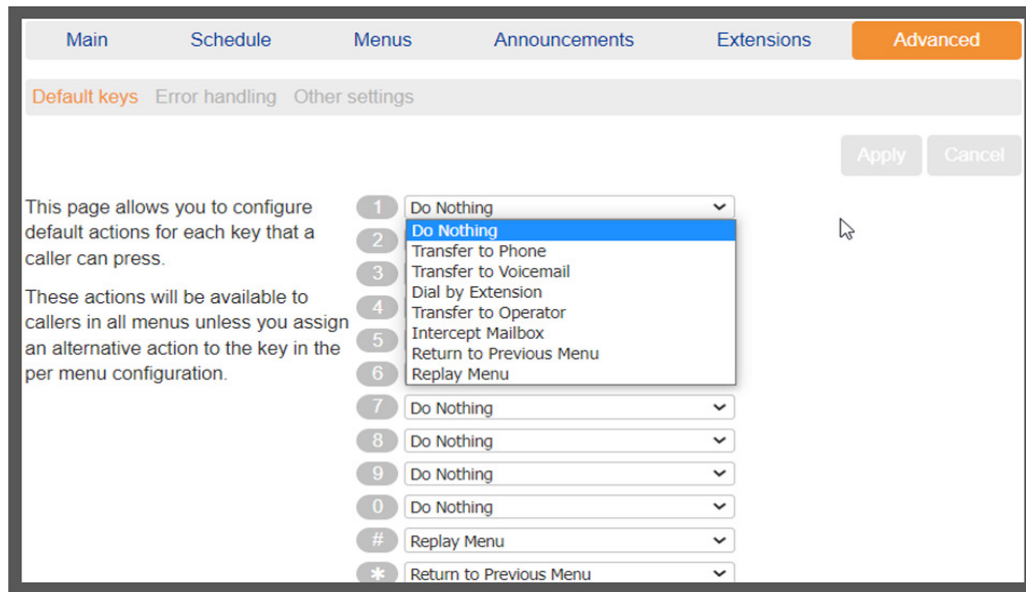


- To upload an .wav file (a-law, 8Khz, mono), click on the announcement name or number, select upload announcement, select the file, click upload, and save.



- The Advanced tab allows us to set up default keys, error handling, dial by name options and sets the intercept voicemail number.
- If you select Default keys, you can set up the default action to be used on all menus if the option is set to Do Nothing. You can leave it as do nothing or select one of the options presented in the dropdown. 0-9 defaults to Do Nothing, # defaults to Replay Menu, and * defaults to Return to Previous Menu.

PREMIUM ATTENDANT SETUP INSTRUCTIONS



- Under Error handling, you can set up timeouts action, set up call transfer failure action, set up unknown input action, and an invalid extension action.
- The image below is an example of the default options. The description below describes the default action. Changing the default options may require different inputs.
- The default Timeout behavior, will wait 3 seconds the play system message “nothing has been selected”, and replay the menu announcement 3 times. On the 3rd the system message will change to, “nothing has been selected, good-bye.”
- The default Unknown input, will play system message “the selection is invalid, please re-enter.” On the 3rd invalid entry, the system will play a system message “Sorry you are having trouble, please try again later.”
- The default failed Call Transfer action, will call the transfer to phone number, ring for 125 seconds, when the transfer to phone does not answer, it will play system message “I’m sorry, your call cannot be transferred”, and hang up. Many phones are set up with voice mail to pick up after 20 seconds, the exception would be transferring to a multi-line hunt-group without a voicemail or a phone that does not subscribe to voicemail.
- The default Invalid Extension action is to play a system message “there were no matches, please dial the extension number, and press the start key to start over.” After 3 invalid attempts, the system will play “there were too many failures” and hang-up.

Default keys **Error handling** Other settings

Apply Cancel

Timeout

Menus time out if a caller doesn't press a key within .

After :

Call Transfer

Ring:

If a call transfer fails:

Invalid Extension

If the caller dials an invalid extension :

Unknown Input

If the caller selects an unassigned key :

Converting a prerecorded Announcement:

Go to g711.org, browse to where your file is stored and select the file, select the a-law radio button, click optimize audio for phone, and submit. The web site will produce a link to download your converted file.

Click download. Most PCs will put the file in your Downloads folder.

G711 File Converter

This free tool will convert just about any DRM-free media file into audio that's compatible with most telephony vendors' Music on Hold and IVR Announcements.

Source File

Note: 50MB Maximum File Size

Output Format

☒ u-law WAV (8Khz, Mono, u-law)

☐ a-law WAV (8Khz, Mono, a-law)

☐ Standard Definition WAV (8Khz, Mono, 16-Bit PCM)

☐ High Definition WAV (16Khz, Mono, 16-Bit PCM)

☐ Asterisk G.722 (16Khz, Mono, G.722)

☐ Asterisk G.729 (8Khz, Mono, G.729)

☐ Asterisk RAW (8Khz, Mono, RAW)

☐ Development (Non-Functional: Coming Soon)

Volume

☐ Quiet ☐ Lower ☒ Medium ☐ High ☐ Maximum

☒ Optimize Audio for Phone (Bandpass Filter)

81c0887b3d02f1c2-0FWLUS

PREMIUM ATTENDANT SETUP INSTRUCTIONS

Recording Announcements from a phone

- Dial 918-364-0994. System will ask you to enter the 10-digit phone number.
- Enter Premium Attendant phone number followed by #.
- Voicemail will ask you to dial a PIN. Enter your PIN. _____
- If you do not know your PIN, contact your Business Group Administrator.
- Follow the prompts to edit your Attendant and record your announcements.
The system will let you listen, delete and re-record until you are happy with your recording.

Note: With the Premium Attendant you will need to know the assigned announcement number in order to record the correct message. Click on the Announcements tab to see the list of announcement numbers.

Main Schedule Menus Announcements Extensions Advanced				
Add New Announcement Delete Download recording report...				
Search for name, description or announcement number...				
<input type="checkbox"/>		Name	Description	
<input type="checkbox"/>		104 After Hours	Thank-you for calling ABC Company. You have reached us outside our normal business hours. To leave a message in our General voice mail box, press 1. If this is an emergency, press 2 to transfer to our on-call cell phone.	
<input type="checkbox"/>		106 Bad Weather	TY for calling. Our office is currently closed due to weather. To leave a vm to be returned on our next business day press 1. If this is an emergency and you need to reach the person on-call, press 2.	
<input type="checkbox"/>		100 Business Hrs Ann	Thank-you for calling... for sales press 1, for service press 2, if you know your parties extension press 3, to dial by name press 4. To hear hours and address, press 5. To speak with company operator press 0.	
<input type="checkbox"/>		107 Employee Meeting	TY for calling. Today is Monday between the ours of 2-3 pm. Our office is closed for an employee meeting. Please leave a vm message, and we will return your call shortly.	
<input type="checkbox"/>		105 Holiday	Thank-you for calling, our office is closed for the Holiday so our employees can spend time with thier frienda & family. To leave a vm to be returned on our next business day press 1. If this is an emergency and you need to reach the person on-call, pres	
<input type="checkbox"/>		102 HOP & Address	Our hour of operation are Monday thru Friday 8 am to 5 pm and Saturday noon to 5 pm	
<input type="checkbox"/>		101 Lunch Menu Ann	Our office breaks for lunch from 12 noon to 1 pm Monday -Friday. If you would like to leave a VM in the general vm box press 1. To dial by extension press 2. if this is an emergency, press 3 to call the on-call cell phone.	
<input type="checkbox"/>		103 Sales Menu	For Karen press 1. For Mike press 2. For Chris press 3. To be transfered to a general sale line press 4. To return to previous menu press #. For the Operator press 0.	

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