

OSSmosis 5 User Guide

Basic Auto Attendants

MOMENTUM

T E L E C O M

Basic Auto Attendants

An Auto Attendant is an automated receptionist that provides callers with various greetings and the option to transfer to another user, hunt group, call center, extension, or voicemail box.

Auto Attendants are available in Basic and Standard form. A Basic Auto Attendant offers a regular and after-hours menu. A Standard Auto Attendant includes all Basic Auto Attendant options in addition to a Holiday menu and the ability to create sub menus.

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Auto Attendant Landing Page

Select the location you wish to view and edit. Select “Telephony Setup” and “Auto Attendant” to display Auto Attendants for that specific location.

The following information can be found on the Auto Attendant landing page:

The screenshot displays the OSSmosis 5 Telephony Setup interface. On the left, a sidebar shows the user profile for 'mfratalonie@4dct.com' and navigation options: HOME, ACCOUNT, and TELEPHONY SETUP. The main content area is titled 'Auto Attendants' and includes a search bar and a navigation menu with options like LOCATION, USERS, MUSIC ON HOLD, SCHEDULES, HUNT GROUPS, AUTO ATTENDANTS, MEET-ME AUDIO CONFERENCES, and COLLABO. The 'Auto Attendants' section shows a list of auto attendants for the 'DCT Training' location. The first auto attendant is 'Customer Service Test' with a status of 'EXTENSION ONLY - 88888' and a 'Basic' configuration. Numbered callouts (1-6) highlight various elements: 1. Location dropdown, 2. Auto Attendant name, 3. Status, 4. Configuration icon, 5. Configuration type, and 6. More options menu.

1. *Active/Inactive* – A green check mark indicates the Auto Attendant is currently active. A red X indicates the Auto Attendant is currently inactive.
2. *Name and DID assigned to the Auto Attendant* – Note: An Auto Attendant may not have a DID assigned if it is extension only.
3. *Extension Assigned to Auto Attendant* – Note: An extension is not mandatory if a DID has been assigned to the Auto Attendant.
4. *Department Assigned to the Auto Attendant* – Note: It is not required to assign a department to an Auto Attendant. A department icon with no name attached indicates no department has been assigned.
5. *Auto Attendant Type* – This displays the Auto Attendant type: Basic or Standard. The type of Auto Attendant that is purchased will determine the number of menus available for administrators to manage.
6. *Additional options* – Selecting the Options icon allows administrators to manage the Auto Attendant settings, menus and deactivate/activate the Auto Attendant.

Edit Basic Auto Attendant Settings

Edit Settings enables administrators to manage time and holiday schedules and the general settings of a Basic Auto Attendant. The following settings can be edited within this page:

The screenshot shows the 'Auto Attendant Settings' page for 'Customer Service Test'. The page title is 'Auto Attendant Settings' and the subtitle is 'Adjust the settings for the Auto Attendant Customer Service Test'. The settings are organized into a grid:

- Name:** Customer Service Test (21/30)
- Auto Attendant ID:** dct_aa-0001008239-6-1 (21/80)
- Type:** Basic
- Department:** None
- Time Zone:** (GMT-05:00) (US) Eastern Time
- Phone Number:** None
- Extension:** 88888
- First Name (Calling Line ID):** Customer (8/30)
- Last Name (Calling Line ID):** Service Test (12/30)
- Language:** English
- Business Hour Schedule:** Normal Work (Enterprise)
- Holiday Schedule:** None
- Transfer to the operator after:** 10 seconds
- Extension Dialing:** Enterprise
- Scope of Name Dialing:** Enterprise
- Name Dialing Entries:** LastName + FirstName

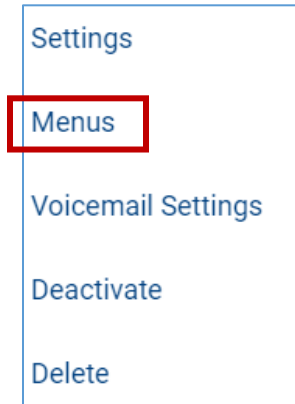
At the bottom, there are three checkboxes: Alternate Numbers, Enable Voicemail, and Enable Call Forwarding Selective. A blue circular icon with a grid pattern is located in the bottom right corner of the settings area.

- *Auto Attendant Name*
- *Department* – Determine if the Auto Attendant will apply to a specific department within the company. A department is not a mandatory Auto Attendant setting.
- *Time Zone*

- *Phone Number/Extension* – The phone number and/or extension of the Auto Attendant
- *First and Last Name Calling Line ID* – The calling line ID is presented to internal users when receiving a call from the Auto Attendant.
- *Language*
- *Business Hour Schedule* – The Business Hour Schedule determines the time frame the regular business hour menu options and greeting will play to callers. Any calls that come in outside of the regular business hours will be presented to the after-hours menu options and greeting.
- *Holiday Schedule* – The Holiday Schedule is applied to the after-hours menu. If you wish to apply a separate holiday greeting, it must be applied in the after-hours menu.
- *Transfer to Operator After (x) Seconds* – This option applies if the caller does not select a menu option in the specified time.
- *Enterprise Dialing* – Scope of extension dialing used to determine whether the Auto Attendant can direct calls to users. Choose from the following categories:
 - Enterprise – multiple locations
 - Group – one location
 - Department – specific area
- *Scope of Name Dialing* – Scope of name dialing used to determine where the Auto Attendant can direct calls to users. Choose from the following categories:
 - Enterprise – multiple locations
 - Group – one location
 - Department – specific area
- *Name Dialing Entries* – Ability to locate a user by name
 - LastName + FirstName
 - LastName + FirstName or FirstName + LastName
- *Apply Alternate Numbers* – Allows customers to dial alternate numbers and still reach the Auto Attendant
- *Enable Voicemail* – Allows for a voicemail box to be active on the Auto Attendant.
- *Enable Call Forwarding Selective* – Allows for time of day and rules-based forwarding to be enabled.

Edit Basic Auto Attendant Menu

To edit the Business or After Hours menu, select the Additional Options icon on the main landing page and select “Menu”.



Business Hours Menu

Business Hours menu allows administrators to configure the greeting and menu options for their normal business hours of operation.

Business Hours Greeting

Business Hours

Callers who do not select a prompt will be forwarded to the operator or disconnected after 10 seconds of inactivity [?](#)

Business Hours Greeting

Default
 Custom
 ☰

Drop audio files below or [click here to browse](#)

Announcement #1

MainDayGreeting ▼

- *Default* – System generated default message
- *Custom* – Select “Custom” to add a custom .WAV/.MP3 file for the business hour greeting
 - Drop Audio Files Below – Drag and drop the file in the Announcement box to add a custom message
 - Click Here to Browse – Browse and upload a custom message

- *Announcement #1* – The drop down menu will display all of the available custom messages that have been added to the announcement repository and are available to apply to the Business Hour greeting.

Drop audio files below or [click here to browse](#)

Announcement #1

MainDayGreeting



Business Hour Action Options

SETTINGS
MENUS
VOICEMAIL
CALL FORWARD

Enable first-level extension dialing

	Action	Description	Phone Number / Extension
0	Transfer Without Prompt ▾	16952 <small>5/20</small>	16952
1	Transfer Without Prompt ▾	Demo HG <small>7/20</small>	55555
2	Transfer Without Prompt ▾	Demo To PSTN <small>12/20</small>	2163137469
3	None ▾		
4	None ▾		
5	None ▾		
6	None ▾		
7	None ▾		
8	None ▾		
9	Transfer Without Prompt ▾	16953 <small>5/20</small>	77777
*	None ▾		
#	None ▾		

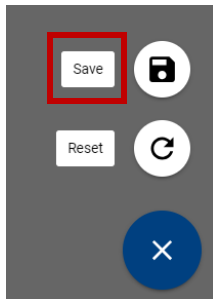
Administrators have the ability to change the menu options and manage the action, description and where each action is transferred to, if applicable. The greeting played to customers should match the order and destination of the Auto Attendant menu. If the order and destination of the menu changes, a new custom greeting should be added. Below is a list of all actions available when setting up an Auto Attendant.

Step 1: Pick an Action:

- *None* – No action will be taken if selected by caller
- *Transfer with Prompt* – Prompt “Please wait while your call is transferred” and call is transferred to the specified number/extension
 - Add a Description for the Action – Ex.: Sales, Billing
 - Enter in the Phone Number/Extension the caller will be transferred to if selected
- *Transfer Without Prompt* – No prompt is played and call is transferred to the specified number
 - Add a Description for the Action – Ex.: Sales, Billing
 - Enter in the Phone Number/Extension the caller will be transferred to if selected
- *Transfer to Operator* – Prompt: “Please wait while your call is transferred to the operator” and call is transferred to the specified number
 - Add a Description for the Action – Ex.: Sales, Billing
 - Enter in the Phone Number/Extension the caller will be transferred to if selected
- *Name Dialing* – Access to Name Dialing
 - Add a Description for the Action – Ex.: Department, Enterprise, Group
- *Extension Dialing* – Access to Extension Dialing
 - Add a Description for the Action – Ex.: Department, Enterprise, Group
- *Transfer to Mailbox* – Caller will be transferred to the Auto Attendant mailbox if voicemail has been enabled
- *Play Announcement* – Announcement is played to caller
 - Add a Description of the Announcement
 - Select the Announcement from the Announcement drop down menu
- *Repeat Menu* – Menu greeting is replayed
- *Exit* – Call is released

Step 2: Add a Description (if applicable). The description is typically where the call is being transferred.

Step 3: Enter in the phone number or extension where the caller will be transferred.

Step 4: Save Edits**After Hours Menu**

The After Hours menu allows administrators to configure the greeting and menu options presented to customers when they call outside of their normal business hours or operation – *after hours*.

After Hours Greeting

After Hours Greeting

Default
 Custom
 ☰

Drop audio files below or click here to browse

Announcement #1

MainAfterHours ▾

Enable first-level extension dialing

- *Default* – System generated default message
- *Custom* – Select “Custom” to add a custom .WAV/.MP3 file for the After Hours greeting
 - Drop Audio Files Below – Drag and drop the file in the Announcement box to add a custom message
 - Click Here to Browse – Browse and upload a custom message
- *Announcement #1* – The drop down menu will display all of the available custom messages that have been added to the announcement repository and are available to apply to the After Hours Greeting

Drop audio files below or click here to browse

Announcement #1

MainAfterHours



After Hours Action Options

The After Hours Action options are identical to what is available within the Business Hour menu. Follow the steps found in the [Business Hour Action Options](#) to manage the After Hours menu.