Votacall Auto Attendant Overview

Menu Options:

The Auto Attendant **menu options** page allows a business to easily customize call routing by configuring the actions for numeric digits 0-9, *, and # key.

"Default Greeting" plays a generic system recording, which does not identify a company by name.

Callers hear a greeting similar to the following:

Welcome. Your call is being answered by an automated attendant.
If you know your party's extension, press 1.
To use our automated name directory, press 2.
If you would like to speak with an operator, press 0.
Thank you for calling.
"Personal Greeting" plays a message recorded in a .WAV audio file or .MOV video file that you upload.

Business Hours Greeting:
- ⊙ Default Greeting
- ○ Personal Greeting

Load personal greeting: [   ] [Browse...]

Menu Options:
- ☑ Enable first-level extension dialing

Key	Description	Action	Phone Number
0	group operator	Transfer to operator ▾	1000
1	dial by extension	Extension dialing ▾	
2	dial by name	Name dialing ▾	
3		Transfer with prompt ▾	Extensions or External Numbers
4		Transfer without prompt ▾	2152222222
5		Repeat menu ▾	
6		Exit ▾	
7		—	
8		Transfer with prompt	
9		Transfer without prompt	
*		Transfer to operator	
#		Name dialing	
		Extension dialing	
		Repeat menu	
		Exit	

Note: Callers who do not indicate a transfer option will be forwarded to the operator.

- **"Transfer with prompt":** Plays the message, your call is being transferred, please hold, and then transfers the call to the specified number.
- **"Transfer without prompt":** Transfers the call to the specified number, without playing a transfer prompt.
- **"Transfer to operator":** Plays the message, Please stay on the line while your call is transferred to the operator, and then transfers the call to the specified operator number.
- **"Name dialing":** Brings the user into the automated name directory.
- **"Extension dialing":** Prompts the user for an extension, and transfers the user.
- **"Repeat menu":** Replays the auto attendant greeting.
- **"Exit":** Terminates the call.

Check the *Enable First-Level Extension Dialing* box to allow callers to enter the extension of the party they want to reach without selecting a menu option first. Enabling this feature makes the auto attendant more convenient for callers who already know the extension of the person they want to reach.

Additional Configuration Options and Helpful Notes

- Auto Attendant configuration provides business hours and off hours menu option. Holiday schedules can be created to provide the off hours menu and greeting.
- Scope of extension dialing options to: Enterprise/Group/Department users.
- Scope of name dialing options to: Enterprise/Group/Department users.
- Auto Attendants can be configured to route to Users, Hunt Groups, Call Centers, Voicemails, Auto Attendants, and off-network phone numbers.
- Add the *"Alternate Number"* feature to allow the addition of up to 10 direct dial numbers in addition to the primary number. (add a user with CFA/Alternate Number to allow for more than 11 numbers directly on the Hunt Group)

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