

AUTO ATTENDANT/ IVR MANUAL

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CREATING A VOICE PROMPT

Before setting up your Auto Attendant/Integrated Voice Receptionist (IVR,) you should record a voice prompt or greeting. Prepare a script that includes dialing options and directions, as well as any specialized times callers will hear this prompt.

You can record your voice prompt by dialing a *987 internal number. The prompt will be stored in the **Voice Prompts** directory. After recording, existing prompts can be rerecorded for adjustments by dialing the assigned star code in the **Voice Prompts** listing.

USING A SERVICE IVR

If you are not using an SCC phone, or are waiting for installation, you can still record your greeting from any phone through a **Service IVR** phone number.

To record a voice prompt through the **Service IVR**:

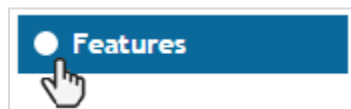
1. Dial the SCC-provided Service IVR number.
2. Enter the mailbox number created for you along with your Service IVR number.
3. Press 5 for the option to record your greeting.
4. Start recording after you hear the tone.
5. When you are done recording, press pound to review the prompt.
6. Press 1 to accept and save the prompt, or 2 to reject it and begin the rerecording process.
7. The prompt will appear in the prompt directory (See Page 4.)

SET UP AND MANAGE YOUR VOICE PROMPTS

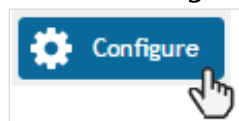
Log in to the User Panel with your username and password.

A login form with two input fields. The first field is labeled 'Username *' and the second is labeled 'Password *'. Both fields are highlighted in yellow.

Click the **Features** button on the side menu.

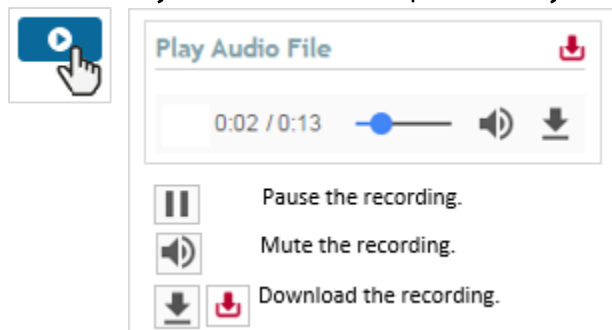


Click the **Configure*** button in the **Voice Prompts** box.



*Prompts cannot be edited or deleted if they are in use. To rename or delete a prompt, remove it from an existing IVR.

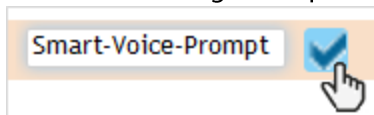
Click the **Play** icon to listen and open the **Play Audio File** pane.



To rename the file, click the **Edit** button for the prompt you would like to change.



When the naming field opens, type the new prompt name and click the check button to save.



To delete a prompt, press the **X**.

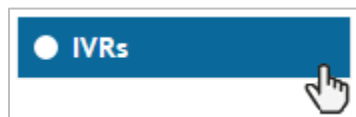


SETTING UP A NEW IVR

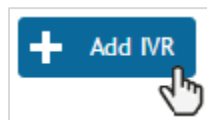
Log in to the panel with your username and password.

A login form with two input fields. The first field is labeled 'Username *' and the second is labeled 'Password *'. Both fields are highlighted in yellow.

Click the **IVRs** button on the left hand menu.



Click the + **Add IVR** button at the bottom of the page.

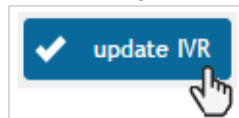


In the **Edit IVR** pane, enter the **IVR Name** and **IVR Extension** you would like to use, and select your desired voice greeting from the **Main Prompt** menu.

The 'Edit IVR' form contains the following fields and controls:

IVR Name	Smart IVR	IVR Extension	8976
Main Prompt	Smart-Voice-Prompt	Off Hours IVR	select IVR
Default Extension	select extension/group	Direct Dial	<input checked="" type="checkbox"/> Enabled
Incoming DID	none	Digit Timeout (s)	5
Pickup after (s)	select	IVR status	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled

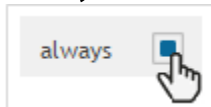
Click the **Update* IVR** button.



The **Update button should be clicked after each selection to save progress.*

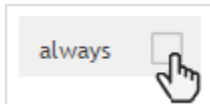
PROMPT TIMES

To let your voice prompt play at all times, click the **always** option.

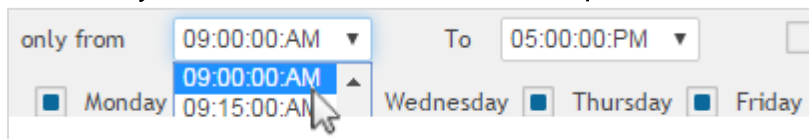


To set specific days and times:

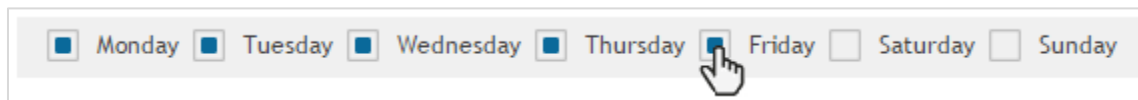
1. Deselect the **always** option.



2. Select **only from** and **To** times from the dropdown menus.

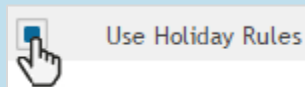


3. Click the days you would like this greeting to play. Make sure to click Update when done.



USING HOLIDAY RULES

1. Click **Use Holiday Rules** to exclude the voice prompt on specific days.



2. Click the **Edit** hyperlink.



3. To create a new Holiday Rule, click the **add** button and enter the name and date range.

Edit	ID	Name	Start	End
X	11	4th of July	2012-07-04	
X	194	AutomatingTest	2015-12-05	
X	338	christmas2016	2016-12-06	

+ add cancel

November 2017

« < Today > »

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

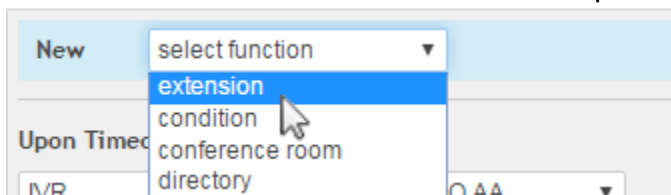
4. Click the **edit** button to adjust the name and date range, or click the **X** to delete.



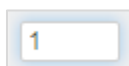
SETTING UP IVR FUNCTIONS

To add a new IVR function:

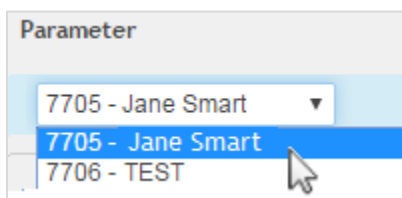
1. Select a function or destination from the dropdown menu next to **New**.



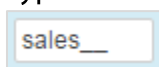
2. Enter the **Digit** that will let the caller access the function.



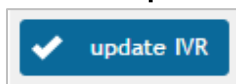
3. Choose the **Parameter**.



4. Enter a **CID Name Prepend** to display incoming ID text or labels to the destination. Type 2 underscores (__) after the text for proper display.



5. Click the **Update IVR** button.



6. Click the **X** to remove the function.



7. Repeat steps 1 through 5 for each function you would like to program.

Digit	Function	Parameter	CID Name Prepend	Remove
1	extension	7705 - Jane Smart	sales__	X
2	group	Staging	customer_s	X
3	mailbox	203 - Polycom VVX400		X

SETTING UP DIRECT DIAL

To let your callers connect to specific extensions:

1. Ensure your voice prompt features an instructional message, such as:

“ If you know your party’s extension, you may dial it now.”

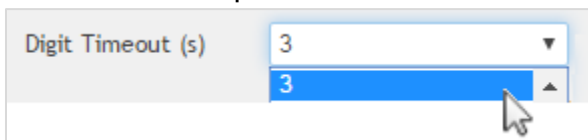
2. Click the Enabled box next to Direct Dial.



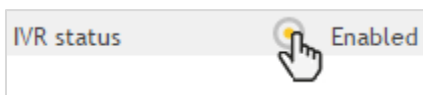
SETTING UP FAILOVER AND TIMEOUT

To set a timeout session and expiration function:

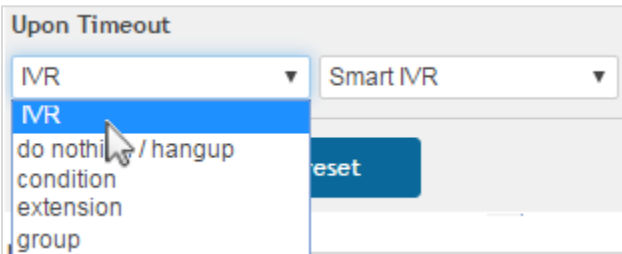
1. Make a selection from the **Digit Timeout** dropdown menu to choose the number of seconds that will pass before the timeout function occurs.



2. Ensure **Enabled** is selected underneath.



3. Make a selection from the first dropdown menu under **Upon Timeout** to designate which function occurs after the Timeout Session expires.



4. If necessary, choose a selection or destination from the second menu, and update your changes.

