

# 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

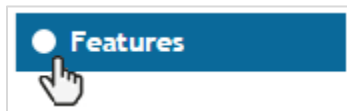
Log in to the User Panel with your username and password.



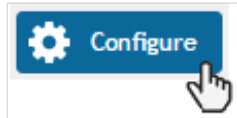
Username \*

Password \*

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

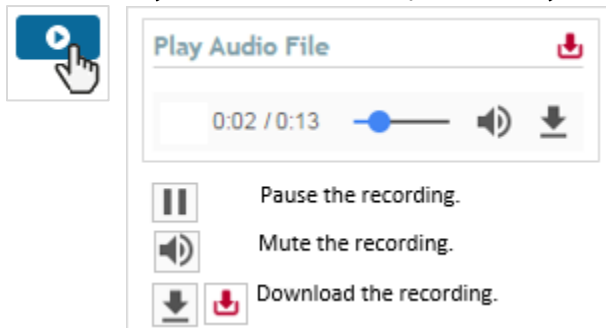


Click the **Configure\*** button in the **Voice Prompts** box.



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

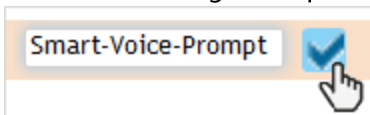
Click the **Play** icon to listen and open the **Play Audio File** pane.



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.



Username \*

Password \*

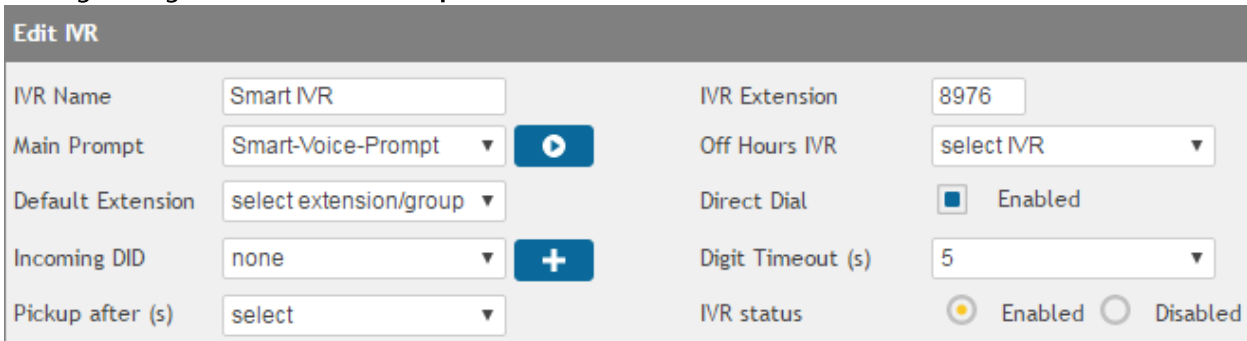
Click the **IVRs** button on the left hand menu.





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

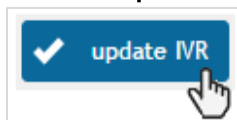


In the **Edit IVR** pane, enter the **IVR Name** and **IVR Extension** you would like to use, and select your desired voice greeting from the **Main Prompt** menu.



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

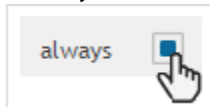
Click the **Update\*** IVR button.



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

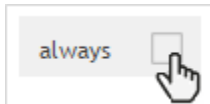
## PROMPT TIMES

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

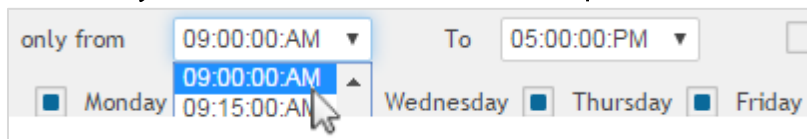


To set specific days and times:

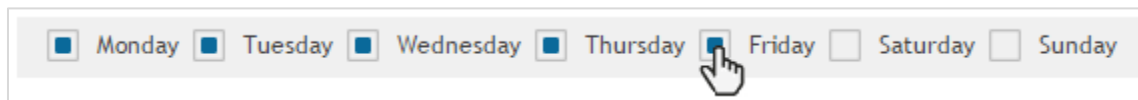
1. Deselect the **always** option.



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

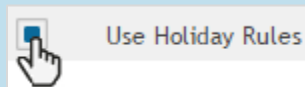


3. Click the days you would like this greeting to play. Make sure to click Update when done.



## 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
	11	4th of July	2012-07-04	
	194	AutomatingTest	2015-12-05	
	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

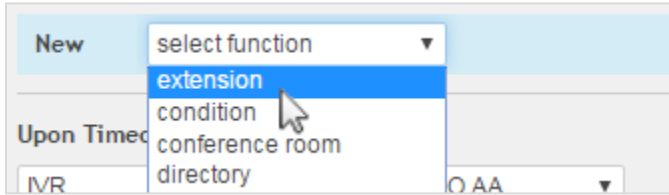
4. Click the **edit** button to adjust the name and date range, or click the **X** to delete.



# SETTING UP IVR FUNCTIONS

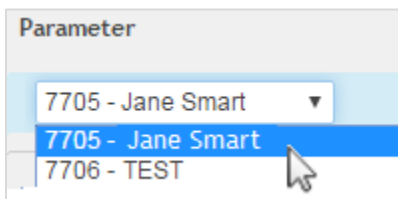
To add a new IVR function:

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



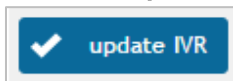
2. Enter the **Digit** that will let the caller access the function.

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.”**

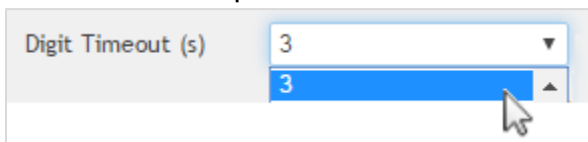
2. Click the Enabled box next to Direct Dial.



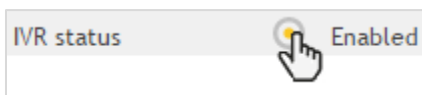
## SETTING UP FAILOVER AND TIMEOUT

To set a timeout session and expiration function:

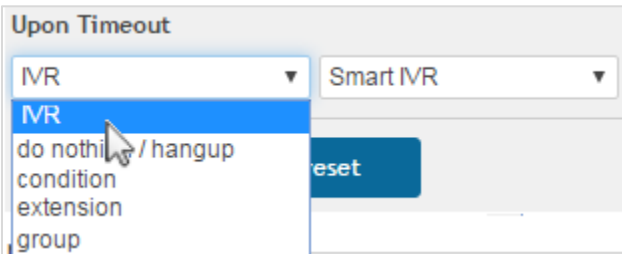
1. Make a selection from the **Digit Timeout** dropdown menu to choose the number of seconds that will pass before the timeout function occurs.



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.

