

Auto Attendants

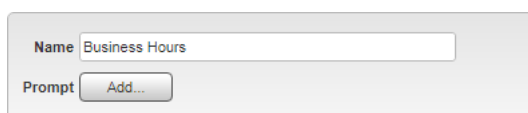
Auto attendants have many names; they are known as call trees, phone trees, virtual receptionists, and IVR's. Auto attendants can include prompts and can give callers options as to where they want to go. In the Absolute VOICE system, auto attendants are also used for scheduling purposes. Once an auto attendant is created, it will look like this:



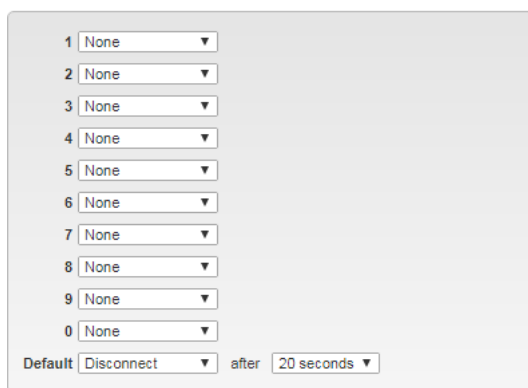
Phone Menus



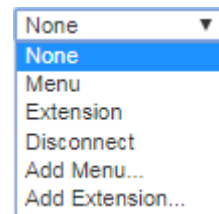
Once the auto attendant itself is created, the **next step** is to add menu(s) to it. Click on the gear cog on the right of the auto attendant screen and select Add. A small window will popup, give the menu a name. Once finished, the system will open the new menu.



There is no proper order to provisioning an auto attendant, the menu or the prompt can be setup first.



Absolute VOICE's system allows up to 10 choices within an auto attendant menu. If more spaces are needed, additional menus can be created for that purpose (or for after hours, for example). When clicking on a drop down menu, the following options appear:



None: Leaves menu option blank, lets caller know if pressed that it is not a valid option.
Menu: Allows another menu within

the auto attendant to be selected as that option.

Extension: Allows an extension to be programmed to that option.

Disconnect: Disconnects the caller.

Add Menu: Creates a new menu for that chosen option, will open the new menu once created.

Add Extension: Creates a new extension for that chosen option, will open up the extension menu once created.

Default Option: The default option on an auto attendant is the option that will be chosen for the caller if they do not make a selection. The default option timer starts once the prompt (if there is one) ends.