



Auto Attendant Quick Installation Guide

Your worry-free experience is about to begin.

Thanks for choosing Intermedia's Hosted PBX services.

Overview

The Automated Attendant (AA) included with your new phone system, provides the capability to help customers reach people or get information they require quickly and easily, 24 hours a day. The AA greets customers with a personal greeting for the business, and presents them with a set of options that correspond to keys on their telephone keypad. Based on the options presented to callers, the AA can route calls to specific people, groups of people, provide outgoing information, and more!



Getting Started

Here are a few things to consider when setting up the AA:

- How would you like the AA to route calls?
- Which employees would you like to be accessible via the AA?
- What recorded information would you like to make available to your callers?
- Would you like callers to have the ability to reach individuals via Dial by Name or Dial by Extension?
- Would you prefer callers to be presented with different menu options, based on the time of day they call in?
- Would it be beneficial to create a Weekly Schedule that automatically activated different routing menus based on the time of day or day of the week?



INTERMEDIA

The Business Cloud™

CALL US

877.912.3985

EMAIL US

VoiceOnboarding@intermedia.net

ON THE WEB

intermedia.net/HostedPBX

2

Setting Up Your Auto Attendant

Log in at <http://intermedia.net/login> using the AA phone number and PIN emailed to you.

When you first log in to your AA, you will be presented with a tutorial to guide you through the setup process. The AA website is user-friendly and easy to use, but we know this can be a challenging task. We are here to help!

If you would like assistance in setting up your AA, Intermedia provides complementary setup assistance. Our Onboarding specialists are skilled at helping you get the most out of your new phone system. To make an appointment with an Onboarding Specialist:

- By Email: voiceonboarding@intermedia.net
- By Phone: 877-912-3985

3

Auto Attendant Worksheet

Use this worksheet to start brainstorming how you'd like your inbound calls to be handled:

Business Hours / Day Menu Rules and Greeting

How would you like incoming calls to be directed during business hours? Your Business Hours / Day Menu will play during your scheduled business hours. Each menu on your AA can be programmed to utilize telephone keypad options 0 – 9, as well as * (star) and # (pound).

Example Greeting:

"Thank you for calling Acme Corporation. Please listen carefully, as our menu options have recently changed. For our Sales department, please press 1. For John Doe, please press 2. For our Business Hours and Directions, please press 3. To Dial by Name, please press 4. For Technical Support, please press 5. To Dial by Extension, please press 6. To leave a general voicemail for our administrative staff, please press 7. For On-call Support, please press 8."

- Available Actions:**
- Phone Number
 - Extension
 - Menu
 - Bulletin
 - Hunt Group
 - Call Queue
 - Voicemail
 - Dial by Extension
 - Dial by First Name
 - Dial by Last Name
 - Replay Menu
 - Hang Up

NEED HELP? Call 877-912-3985

Rules Example:

Press	Description	Name in AA	Action	Details
1	Sales	Hunt Group	Rings Hunt Group	Ext 100,101,105
2	John Doe	Extension	Rings Extension	Ext 106
3	Hours & Directions	Bulletin	Plays Bulletin	Recorded info
4	Dial by Name	Dial by Name	Dial by Name	Built-in dial function
5	Technical Support	Call Queue	Goes in to Call Queue	Exts 107, 108, 109
6	Dial by Extension	Dial by Extension	Dial by Extension	Built-in dial function
7	To Leave a Voicemail	Voicemail	Transfer to Voicemail	Voicemail box ext 106
8	On-call Support – Cell	Phone Number	Transfer to On-call	425-555-1212
9				
0				
*				
#				

After Hours / Night Menu and Greeting

Your After Hours menu will play outside of your scheduled business hours. By default, the After Hours menu is programmed to route to voicemail after playing an optional menu greeting. An After Hours menu is optional and can be customized to route calls based on your specific needs.

Example Greeting:

"Thank you for calling Acme Corporation. Our office is currently closed. Our regular business hours are Monday through Friday, from 8am to 5pm. We are closed for all national holidays. For Technical Support, please call back during regular business hours. To leave a message for Sales, please press 2, for Finance, please call back during regular business hours. To Dial by Name, please press 4. For the Corporate Directory, please press 5. For all other inquiries, please call back during our regular business hours."

Weekly Schedule

Once you have completed your Menu setup, we will need to setup the Weekly Schedule. This feature can be programmed to activate different Menus based on the time of day and your business hours. information, and more!

Example Schedule:

Press	Sun	Mon	Tues	Wed	Thur	Fri	Sat
7:00		Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	
8:00							
9:00							
10:00							
11:00							
12:00	Menu 2	Menu 1	Menu 1	Menu 1	Menu 1	Menu 1	Menu 2
1:00							
2:00							
3:00							
4:00							
5:00							
6:00		Menu 2	Menu 2	Menu 2	Menu 2	Menu 2	
7:00							

The Weekly Schedule can be accessed within your AA. To input your hours, you will always enter the start time of the menu you'd like to become active. In the example above, "Menu 1" is your Day / Business Hours menu, and "Menu 2" is your After Hours / Night menu. To program when Menu 2 should stop playing in the morning, you would indicate the time you'd like Menu 1 to become active.

NEED HELP? Call 877-912-3985



CALL US
877.912.3985

EMAIL US
VoiceOnboarding@intermedia.net

ON THE WEB
intermedia.net/HostedPBX