



## How to Configure Auto Attendants

An Auto Attendant is an automated attendant or receptionist that answers the main company phone number and provides a personalized greeting and menu options to callers. Callers may also have the option to connect to the operator, dial by name or extension, or connect to configurable extensions depending on the Auto Attendant configuration and your business needs.

**Note:** Only a Customer Administrator with my.megapath.com administrative permissions can access the Auto Attendant configuration.

There are two options for modifying your Auto Attendant, first from the **Dashboard** (high level configuration), and second from the **Group Services** tab (detailed configuration).

Follow these steps to modify an Auto Attendant:

1. Log in to the **Customer Portal** (<https://my.megapath.com>)
2. Select **Voice** under Services
3. Click **Manage Now** (Voice Administration)
4. In the **Group** dropdown, select the **Group (grp\_)** that you wish to modify (see screenshot below)
5. On the **Dashboard** Click the Auto Attendant you wish to modify
6. Click **Settings**
7. Modify settings as you wish
8. Click **Save**

### Group (grp\_)

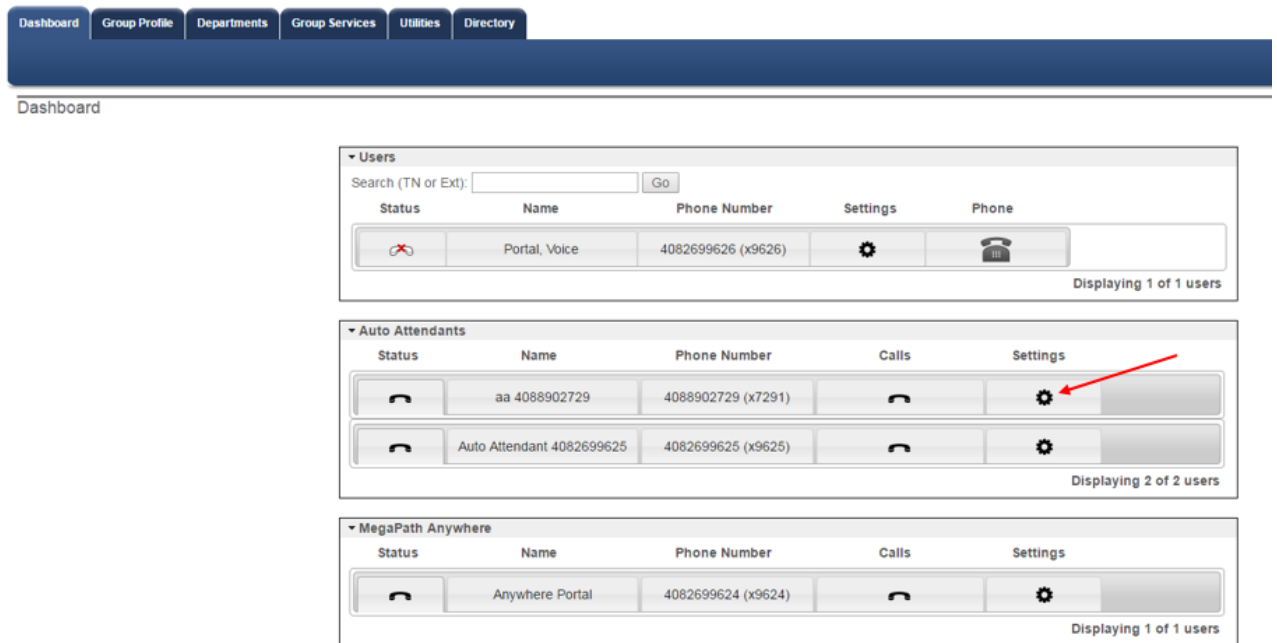


The (grp\_) group is where your group services are accessed. When you select the (grp\_) group, the group services Dashboard is displayed.



## Dashboard

The Dashboard is a list of your Group level services.  
To update Auto Attendant Settings:



1. Locate **Auto Attendant** on the Dashboard
2. Click the **Settings** tab

The **Business Hours** menu is displayed.

You can configure the following from the Dashboard:

- › Upload custom greeting (audio file)
- › Enable/Disable First Level Extension Dialing
- › Configure menu options (Keys & Descriptions)

▼ Auto Attendants

Status	Name	Phone Number	Calls	Settings
	aa 4088902729	4088902729 (x7291)		

Business Hours    After Hours

**Business Hours Greeting**

Default Greeting  
 Personal Greeting  
 Load personal greeting:  No file chosen

**Business Hours Dialing Menu**

Enable first-level extension dialing

Key	Description	Action	Phone
0	group operator	Transfer To Operat ▼	
1	dial by extension	Extension Dialing ▼	
2	dial by name	Name Dialing ▼	
3		--- ▼	
4		--- ▼	
5		--- ▼	
6		--- ▼	
7		--- ▼	
8		--- ▼	
9		--- ▼	
*		--- ▼	
#		--- ▼	

[Detailed Settings](#)

Make changes as needed, and click **Save**. To update the After Hours menu, click the **After Hours** tab. If the configuration you need to modify is not on Settings page, click **Detailed Services** at the bottom of the page, or click the **Group Services** tab.

Welcome Enterprise    Group: Demo\_Order (ent\_264920)    User: 2510 ZANKER RD -2229143 (ste\_52229)    All Users    Search

[Dashboard](#)  
 [Group Profile](#)  
 [Departments](#)  
 [Group Services](#)  
 [Utilities](#)  
 [Directory](#)  
 [Disaster Redirect](#)

## Group Services Tab

From the Group Services tab, all options for configuring the Auto Attendant are available.



The Auto Attendant page contains three main sections:

1. Profile
2. Business/After Hours Menu
3. Call Policies

The Auto Attendant **Profile** page allows you to manage:

- › Name
- › Calling Line ID Last & First Name
- › Department
- › Language
- › Time Zone (it is important to make sure your Auto Attendant is assigned to the correct TZ)
- › Business Hours (Every Daly All Day, Business Hours, Random)
- › Holiday Schedule
- › Business/After Hours Greetings
- › Enable First Level Extension Dialing  
Key Extension Dialing settings for Business Hours and After hours
- › Scope of extension dialing
- › Scope of name dialing
- › Name Dialing Entries

**Business Hours** are the rules applied to the Auto Attendant during Business Hours as defined by the company administrator. The default Business Hours setting is "Every Day All Day". This means the same greeting and menu options are played to callers all the time. If the company administrator has created Time Schedules, they will be displayed in the Business Hours dropdown, and can be selected as an alternative to the default.

If the company administrator has created a **Holiday Schedule**, it will available in the Holiday Schedule dropdown.



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DATA VOICE SECURITY

Welcome ent\_155167@megapathvoice.com

ent\_155167@megapathvoice.com | [Logout](#) [Help available](#)

Enterprise: MP\_QA\_LokiTest (ent\_155167) | Group: MP\_QA\_LokiTest (grp\_160606) | Auto Attendant: AA 2067439021 (aa\_6759205) | User: All Users

Profile | Calling Features | Utilities

Profile

Profile

Auto Attendant ID: aa\_6759205 Phone Number: 2067439021 Extension: 9021

\* Name: AA 2067439021

Calling Line ID

\* Last Name: 2067439021 \* First Name: AA

Department: None

Language: English

Time Zone: (GMT-05:00) (US) Eastern Time

Business Hours: AA Business Hours

Holiday Schedule: None

Scope of Extension Dialing:  Enterprise  Group  Department

Scope of Name Dialing:  Enterprise  Group  Department

Name Dialing Entries:  Last Name + First Name  Last Name + First Name and First Name + Last Name

## Profile

The **Business/After Hours** menu addresses how the Auto Attendant will perform during your operating hours. To modify your **After Hours** menu (if you are using one); go to the After Hours tab.

## Business Hours Greeting

- › Default (system generated greeting)
- › Personal (personalized greeting recorded in the Voice Portal or upload audio file from a Personal Computer)

## Business Hours Dialing Menu (Defines call flow)

- › Enable first-level extension dialing
- › Key Description
- › Action
- › Phone (10-digit phone number or extension) for transfers

Business Hours

After Hours

Business Hours Greeting

Default Greeting

Personal Greeting CateringAndDeliveryVM1.wav

Business Hours Dialing Menu

Enable first-level extension dialing

Key	Description	Action	Phone
0		---	
1	dial by extension	Transfer With Prompt	2130
2	dial by name	Transfer Without Prompt	9052
3	Transfer with Prompt	Transfer To Operator	9281
4	Transfer without	Name Dialing	
5	Repeat 1	Extension Dialing	
6	7889#\$\$\$# Exit	Repeat Menu	
7	rew432432!*	Exit	
8		---	
9	rew432432!*	Transfer With Prompt	7039399281
*	rew432432!*	Transfer Without Prompt	7039399281
#		---	

### Business Hour/After Hours

Using the Business Hours Menu you can route callers to specific users (extensions) and Hunt Groups. For example, you could set “0” to transfer to the group operator’s extension. You can change the dial by extension and name options or remove them completely. Dial by name allows callers to enter the letters in a user’s name to route to that user. Additionally, you could make Option 3 go to your Sales Hunt Group. To complete this action, type “sales” in the 4 Key Description, set action to “Transfer without Prompt” and enter your sales Hunt Group extension. (To find the Hunt Group extension, click **Services**, then **Hunt Groups**.)

First-level extension dialing, when checked, allows callers to dial an extension any time during the recorded greeting and allows Auto Attendant greetings to be recorded remotely – offsite.

**NOTE:** When you make changes to this menu, you **MUST** change your greeting to match the new options so that callers may be rerouted correctly.

We recommend that the person recording a Personal Greeting prepare a script in advance. When editing the Key Description and Action, make sure that they match your phone numbers and call flow.



The **Key Description** column corresponds to the keys on the telephone key pad and tells you where you are sending the call. The **Action** applies to the Key Description, and is selected from the dropdown options. Each Key Description must have an Action associated with it. Any transfer option must have an associated phone number or extension.

### Call Policies

View and/or make modification to Call Policies for the User.

Call Policies

View or modify Call Policies for the User

Connected Line Identification Privacy on Redirected Calls:  No Privacy  
 Privacy For External Calls  
 Privacy For All Calls

Send Call Being Forwarded Response on Redirected Calls:  Never  
 Internal Calls  
 All Calls