

Administrators may have access to manage the basic settings for the automated receptionist line(s) that answer the phone with a personalized message and/or options for actions (Press 1 to dial Marketing, Press 2 to dial Sales, etc.) that may be taken by the caller. Each Auto Attendant offers up to twelve (12) action options for connecting to various people, departments, etc., and will be assigned its own extension or directory number.

Set Up

1. Sign into the **Voice Services Portal** website.
2. Click on the [Locations](#) menu option to review current Group/Location information.
3. Click the [Edit](#) icon adjacent to the correct Group/Location to review its Settings.

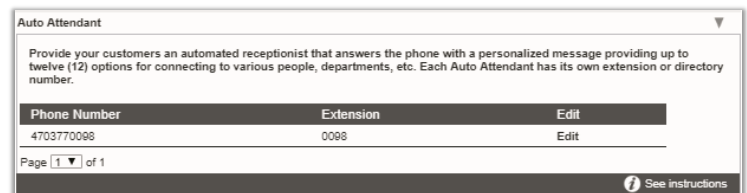
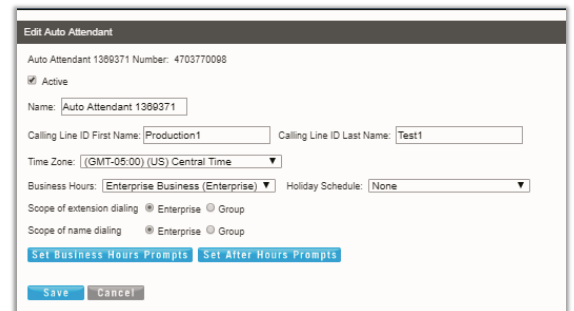
Manage Auto Attendant Basic Settings

1. Click on the [Edit](#) link next to the Auto Attendant listing to review the current settings.

2. Make the following changes, *as needed*:

- ❖ **Active:** Click within the check box to set to ☒ Active or to ☐ disable the feature.
- ❖ **Name:** Type a name that displays in lists.
- ❖ **Calling Line ID First Name / Last Name:** Type the name that will show when transferred from this line.
- ❖ **Time Zone:** Select the appropriate time zone where the Auto Attendant (or Location/Group) resides.
- ❖ **Business Hours:** Select the Appropriate option from the drop-down menu.
- ❖ **Holiday Schedule:** Select the Appropriate option from the drop-down menu.
- ❖ **Scope of extension dialing:** Select ☒ Enterprise or ☐ Group.
- ❖ **Scope of name dialing:** Select ☒ Enterprise or ☐ Group.

3. Click [Save](#) to submit the changes.

Manage Auto Attendant Business or After Hours Prompts

While viewing the *Edit Auto Attendant* dialog:

1. Click on the [Set Business Hours Prompts](#) or [Set After Hours Prompts](#) button.
2. Select ☒ Standard Greeting or ☐ Custom Greeting, upload and choose a greeting from the drop-down menu.
3. **Enable first-level extension dialing:** Click within the check box to ☒ enable.
4. Add/Edit/Delete Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.
5. Click the [Save](#) button to submit these changes and return to the Edit Auto Attendant dialog.
6. Click the [Save](#) button to update the system with the new Auto Attendant settings and return to the Auto Attendant list.

