

SVMi 4



### Understanding your Auto Attendant

An auto attendant is used to route callers into a queue for order entry. It will answer calls, play greetings and give a set of instructions to the caller. Greetings must be recorded to tailor your auto attendant to function properly.

There are two parties to an effective application of the Auto Attendant and Unified Call Distribution Groups. People that answer calls are called Agent's and their phones are programmed to allow the taking of calls that are placed into the UCD Group. The agent logs into and out of the UCD group allowing the taking of calls that are placed into that group. Another individual is the Supervisor. The Supervisor records greetings, monitors call status and has an overview of the agents.

There are also keys (also called buttons) that are necessary for the Supervisor to record greetings and to use the functionality of call routing. The keys are Supervisor keys and a key for the agents.

On the Agents telephone is labeled a key In/Out. This key is used to indicate that the agent is in or out of the group. When it is on the light signifies that the agent is logged into the group. If the light is off the agent is not logged into the group.

#### Agent Key

There is a special key used on an Agent telephone. It is:

**In/Out:** Indicates that the Agent is IN or OUT of a group.

.....

#### Supervisor Keys

There are some special keys that are programmed on a Supervisor telephone. **That extension is 201.**

The keys associated with the Supervisor are the following:

**AA Rec:** This key is used to record your recordings that are used with the auto attendant.

**AA Play:** This key is used to listen to the recordings that you have recorded.

**Call Status:** This key displays the number of callers holding to place orders.

**Supervisor:** This key is used to display information about an agent.

.....

**Auto Attendant Greetings – Recording your greetings**



This is done from any telephone (usually the Supervisor) that has a key programmed with **AA Rec**.

Currently that key is on **extension 201**.

**To record your greetings follow this procedure.**

Press **AA Rec** key on the designated keyset.

At the "enter password" display, dial the password assigned. Current password is 4321.

Lift the handset and press **HANDSET** option

Dial the AA port number (3951 or group 518)

Enter the recording number you wish to record.

You will hear a beep, when you do, you are recording.

\*\*\*If you pause for more than 5 seconds, the system will switch automatically to the next prompt.

**When finished, press the AA Rec button again.**

To listen to greeting, press the AA Play key.

Record each greeting in the same manner. When complete hang up the telephone.



**Your calls are routed in the following manner:**

Currently calls are answered by the voice mail group usually **519** and a selection of **1** transfers the caller to the customer service group \_\_\_\_\_. If all agents are busy or no agents answer the call, the call is then transferred into the holding queue of the auto attendant group \_\_\_\_\_ (usually 518).

**ALSO NOTE: If a call is offered to an agent and that agent does not answer the call, they are automatically logged out of the group.**

**Message 1 of AA: Thank you for calling \_\_\_\_\_, please hold for the next available agent. (The call is now currently in the order entry queue)**

1) Callers are then placed on hold listening to the hold music. They are offered to any available agent logged into the group when they become available. If no agent is available after 60 seconds customer will hear message 2.

**Message 2 of AA: All customer service agents are still busy, please continue to hold or press 2 to leave a message and we return your call as soon as possible.**

1) Callers are placed back on hold and message will repeat every minute for **6** minutes. After the 6 minute timer expires and the caller has heard message two five times, the call is routed to the operators group as a last attempt to have the call answered.

2) If callers are not answered by the operators group, the call is directed to mailbox (usually mailbox 500) where they can leave a message and if message left the message is forwarded to mailbox 201.