

# Customize phone lines and work remotely.

**Premium Auto Attendant User Guide.**

Access **Business Hosted Voice**



**BUSINESS  
SOLUTIONS**

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## Record Premium Auto Attendant Greeting:

- Dial \*98 or
- Press \*
- Enter phone number
- Enter voicemail PIN
- Follow voice instructions

Username: \_\_\_\_\_

Password: \_\_\_\_\_

PIN: \_\_\_\_\_

# Premium Auto Attendant.

## What is Premium Auto Attendant?

Premium Attendant is an advanced call answering service, targeted at business subscribers whose needs exceed Easy Attendant (described in Easy Attendant). Like Easy Attendant, Premium Attendant delivers an interactive menu to callers, including playing an initial greeting and other recorded announcements.

Premium Attendant includes all the features of Easy Attendant, and the following additions.

| Feature                                 | Description   |
|---|---|
| Multi-level menus                       | A key press may activate a further menu, allowing convenient navigation of a wider set of options.  |
| Transfer to voicemail by name or number | Callers may be transferred directly to voicemail, without ringing the associated phone. The caller may select the target by dialing an extension number or entering a name.                   |
| Intercept mailbox                       | The subscriber can configure an “intercept mailbox” for Premium Attendant, and straightforwardly configure any key to transfer to this pre-configured mailbox.                                |
| Configurable error behavior             | The subscriber can control the behavior if the caller provides invalid input, or no input at all. If desired, the subscriber can set different behavior at different places in the call tree. |
| Enhanced scheduling                     | The subscriber may configure up to nine different call trees (that is, TUI designs), each to be used at different times of day or days of the week.   |
| Recording upload                        | Announcements can be uploaded using CommPortal, as well as recorded over the phone, simplifying processes when working with third-party voice talent.   |

## Logging into Premium Attendant

To log into the Attendant, go to <https://phone.myaccess.ca> and log in with the attendant phone number and the password provided by Network Services, or Voice Desk.

This process is identical to logging into web portal, the only difference is that this is with an attendant number.

## Main

Here the administrator can turn the auto attendant, view the service status including any errors preventing the service from being activated, and find quick links to the five other categories.

The screenshot displays the 'My Premium Auto Attendant' web interface. At the top, there are tabs for 'Premium Attendant' and 'Settings'. Below these are sub-tabs for 'Main', 'Schedule', 'Menus', 'Announcements', 'Extensions', and 'Advanced'. The 'Main' tab is active, showing the 'Activation Status' section with a message: 'Your Premium Attendant is currently off and callers will be told that **this number is unreachable**.' A 'Turn ON' button is visible. The 'Service Status' section shows a warning icon and the message: 'No menus are currently being played to callers, as your Premium Attendant is turned off.' Below this, it lists two errors: '1 schedule period has not been assigned a menu.' and '1 referenced menu is empty or contains errors.' On the right side, there are five quick links with icons: 'Configure your weekly schedule and holidays', 'Define the menus', 'Record the announcements', 'Manage the extensions', and 'Configure the advanced settings'.

# Premium Auto Attendant.

## Schedule

This tab is for creating and changing various schedules set by the business. Common schedules are Business Hours, After hours or Holidays, but any schedule can be configured.

### Periods

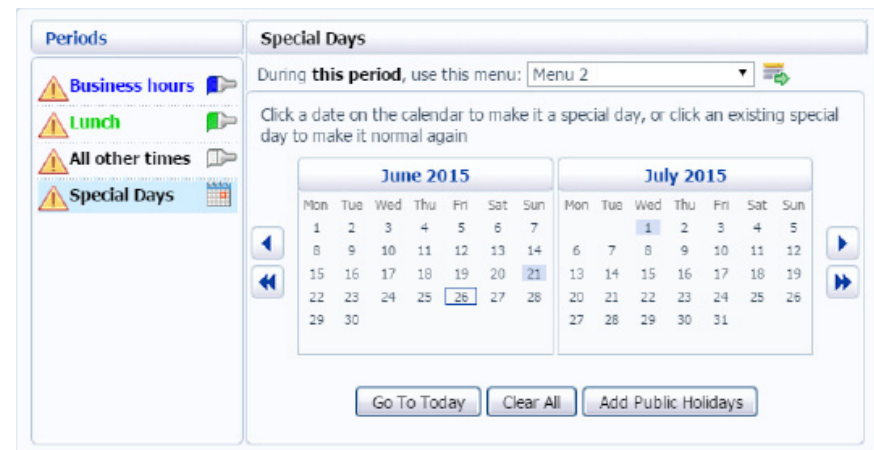
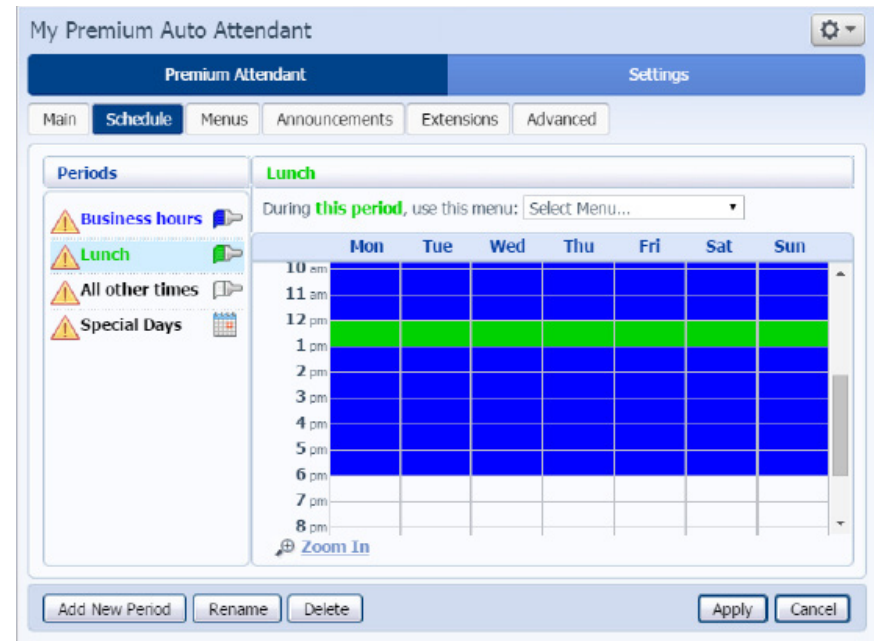
A list of configured periods. Each period has a different colour, which is assigned to the time block screen when changing it.

- Special days can be configured for holidays and other days that function like non-business days. On these days the “All other times” period is used.
- New time periods can be added by clicking Add New Period and selecting a name.
- To set the main menu for each period, select the period then select the desired menu for that period using the drop-down menu in the Business Hours section.

### Calendar Area

To change the designated period for a block of time, select the period in the periods section, then click on the block that should be have that period assigned to it. The User can click and drag to set up larger blocks quickly, and can right click to assign that block to “All other times”.

- The default block size is 1 hour. To view in 15 minute intervals click on the zoom in button.



# Premium Auto Attendant.

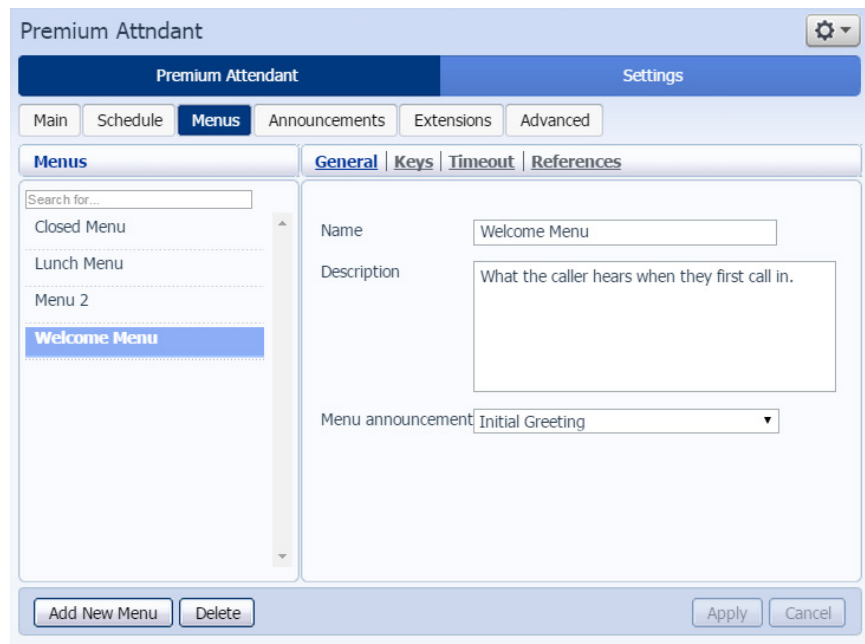
## Menus

This tab is for configuring the multiple menus available with Premium auto attendant

## General

Create and search for menus as a whole. Menus have an announcement when the caller reaches it as well as options for each button.

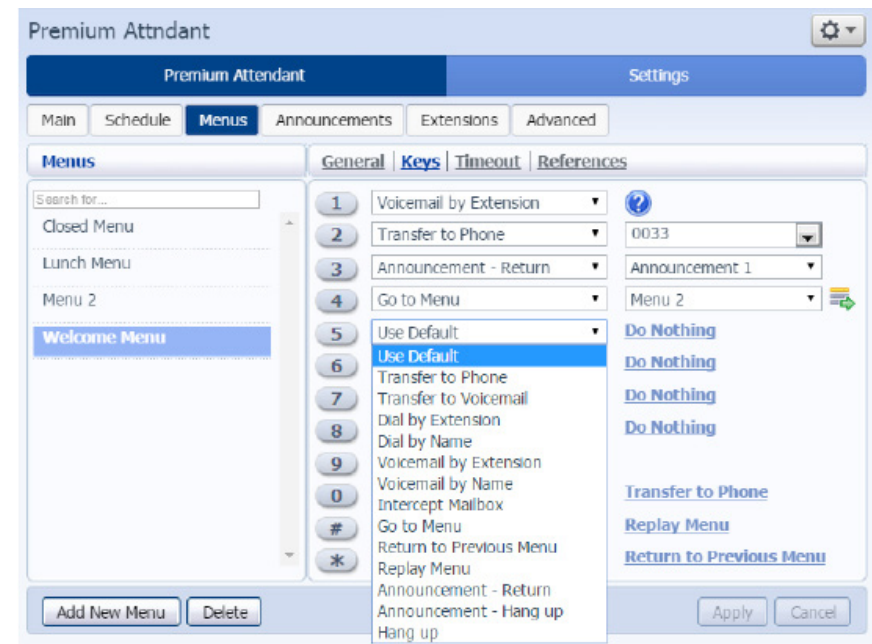
- To Create a menu click the Add New Menu button
  - Name and Menu Announcement are required.
  - The Menu announcement is what the caller hears when they get to the menu, make sure it has details about each button selection the caller can make
- Menus can also be deleted with the Delete button.
  - This cannot be undone, but any announcements related to that menu will still be available.



## Keys

This is the main portion of the auto attendant, where the responses to caller inputs can be configured.

- The Defaults for each key are configured from the advanced section.
  - To have a key do nothing, it must be set to do nothing by default, then use the default key setting.
- \*, # and 0 Are often used for Replay, Return, and Operator/Reception respectively. These can be changed, but are conventions in attendant systems.



# Premium Auto Attendant.

## Key Options

|                         |   |
|-------------------------|---|
| Use Default             | Use the default setting for this key, set in <b>advanced options</b> . Default is <b>Do Nothing</b>   |
| Transfer to Phone       | Requires an extension. Transfer to specified extension.   |
| Transfer to Voicemail   | Requires an extension. Transfer directly to voicemail of specified extension.   |
| Dial by Extension       | Allows the caller to directly dial a known extension.   |
| Dial by Name            | Allows the caller to enter a name with the keypad and dial by the name in the extension list  |
| Voicemail by Extension  | Allows the caller to directly connect to the voicemail of a known extension   |
| Voicemail by Name       | Allows the caller to enter a name with the keypad and connect to the voicemail by the name in the extension list  |
| Intercept Mailbox       | Additional Voice Mailbox configured in advanced options. Generally used as a company-wide mailbox that can be easily accessed and changed from different menus. |
| Go to Menu              | Requires a menu. Transfer the caller to another attendant menu.   |
| Return to Previous Menu | Transfer the caller to the previous attendant menu. Basically a back or cancel button for menu navigation.  |
| Replay Menu             | Replays the announcement for this menu. Usually listed as “To hear menu options again...”   |
| Announcement > Return   | Plays an announcement then returns the user to this menu.   |
| Announcement > Hang Up  | Plays an announcement then disconnects the call.  |
| Hang Up                 | Disconnects the call immediately.   |

## Timeout

Allows override of default timeout behavior. Default is 3 seconds after the end of the announcement, then hang up.

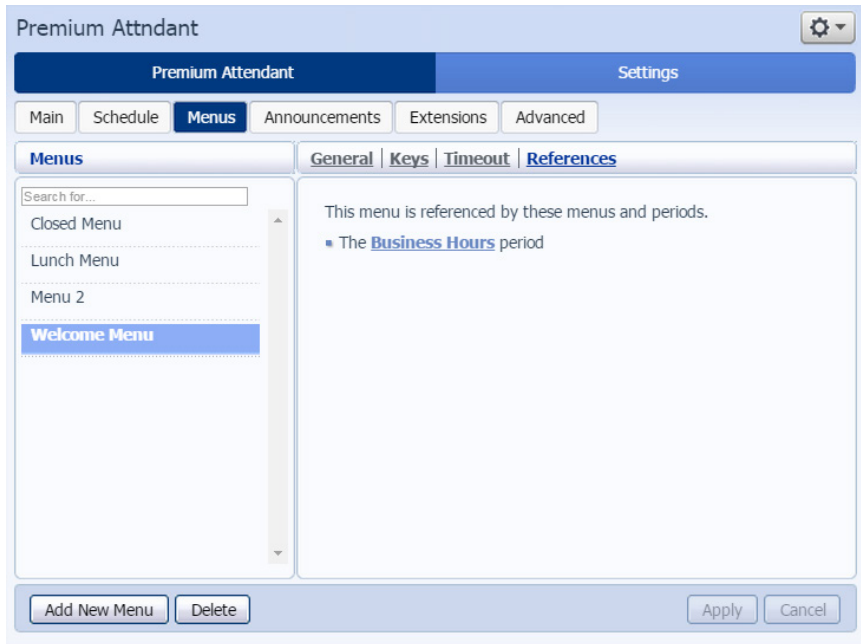
- Setting timeout to 0 will activate immediately upon end of announcement, not set it to no timeout.
- The Maximum timeout duration is 10 seconds.

The screenshot shows the 'Premium Attendant' settings window. The 'Menus' tab is selected, and the 'Timeout' sub-tab is active. The 'Override timeout behavior' checkbox is checked. The 'Set timeout duration to' is set to 3 seconds. The 'After timeout, perform the following action' is set to 'Hang up'. The 'Menus' list on the left includes 'Closed Menu', 'Lunch Menu', 'Menu 2', and 'Welcome Menu'. The 'Welcome Menu' is currently selected. At the bottom, there are buttons for 'Add New Menu', 'Delete', 'Apply', and 'Cancel'.

# Premium Auto Attendant.

## References

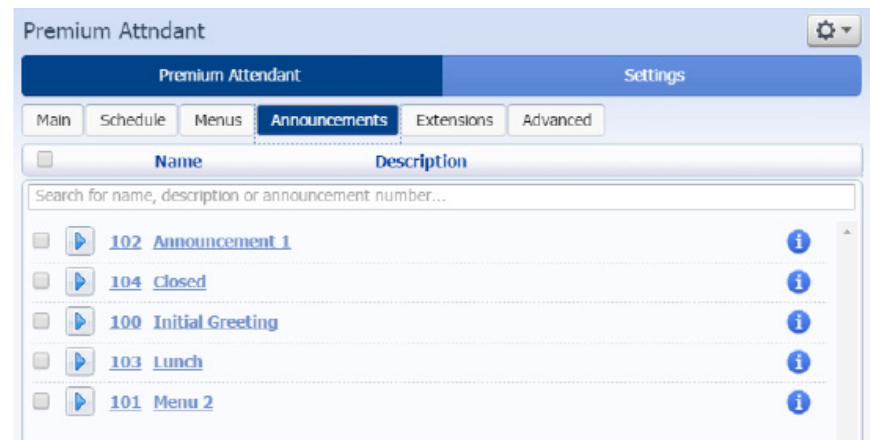
Shows all locations the menu is referenced. Handy if replacing a whole menu, or when making changes.



## Announcements

Shows all announcements, the announcement name, number and if something is recorded. Clicking on the 'i' icon will show all locations where that announcement is used.

- New Announcements can be created here, but it is usually more useful to add them where you need them, as announcements can be added when a menu or announcement command is selected
- Selecting Download recording report will generate a .csv (usually opened in Excel) of all recordings, their name, number, if they are recorded and if they are referenced.
- Generally customers are advised to use the phone system to record their announcements, as we cannot guarantee the quality of their computer microphones.
  - The .csv file is hand for this, as the phone system only references the announcements by number.
  - To create or change announcements through the phone:  
log into to auto attendant (same as accessing vm: 559-MAIL then attendant phone number)
    1. Select 1-2-<Announcement Number>-1
    2. <Record Announcement>-#
    3. 1 to accept recording



# Premium Auto Attendant.

## Extensions

Business Extensions can be managed from here.

## Business Group Extensions

This section shows all the configured extensions and phone numbers in the Business group.

- Extensions cannot be removed from this list, however they can be excluded from dial by extension and dial by name.
  - To do so check the desired extensions and click mark as included, or mark as excluded.
  - The default for new extensions is shown beneath the list, click on it to change between including new extensions, or excluding new extensions.
- The list also shows if the extension has a recorded spoken name. This comes from the extension's configured voicemail.

The screenshot shows the 'Premium Attendant' interface with the 'Extensions' tab selected. The 'Business Group Extensions' section is active, displaying a table of extensions. The table has columns for Extension, Name, Telephone Number, Department, and Spoken Name. A search bar is located above the table. Below the table, there are buttons for 'Mark As Included' and 'Mark As Excluded'.

| Extension                | Name                  | Telephone Number | Department | Spoken Name |
|--------------------------|-----------------------|------------------|------------|-------------|
| <input type="checkbox"/> | HPBX Easy AA T...     | (306) 559 0037   | None       | record      |
| <input type="checkbox"/> | Premium Attnd...      | (306) 559 0038   | None       | record      |
| <input type="checkbox"/> | Hunt Group 1          | (306) 559 0050   | None       | record      |
| <input type="checkbox"/> | 0031 Jane Smith       | (306) 559 0031   | None       | override    |
| <input type="checkbox"/> | 0032 Scott Wunsch     | (306) 559 0032   | None       | record      |
| <input type="checkbox"/> | 0033 Shared Line      | (306) 559 0033   | None       | record      |
| <input type="checkbox"/> | 0034 Secondary Num... | (306) 559 0034   | None       | record      |

## Additional Extensions

This section is for adding extensions that are not included in the Business group such as an outside cell phone or operator service.

- All extensions in this section are always included in dial by extension and name
- To add an extension click on add extension then enter the desired internal extension, then the first and last name, then the external phone number.

The screenshot shows the 'Premium Attendant' interface with the 'Extensions' tab selected. The 'Additional Extensions' section is active, displaying a table of extensions. A search bar is located above the table. Below the table, there is an 'Add Extension' dialog box with fields for Extension, First Name, Last Name, and Telephone Number. The dialog box also has buttons for 'Delete Spoken Name', 'Add', and 'Cancel'.

| Extension                | Name                | Telephone Number | Spoken Name |
|--------------------------|---------------------|------------------|-------------|
| <input type="checkbox"/> | 5001 Telephone Mann | (306) 553 5001   | record      |
| <input type="checkbox"/> | 5003 Philip Fry     | (306) 559 5003   | record      |



# Premium Auto Attendant.

## Advanced

Additional global settings for the Auto Attendant

## Default Keys

Sets the default keys for every menu. Each individual menu overrides these.

- The only way for a button to do nothing is for the default for that button to do nothing. This is the only place this can be changed.
- \*, # and 0 Are often used for Replay, Return, and Operator/Reception respectively. These can be changed, but are conventions in attendant systems.
- In most cases the operator/receptionist should be configured and the rest left alone. The exception would be something like “At any time press # to do <x>”.
- The options are identical to the menu key settings with the exception of the Do Nothing option.

The screenshot shows the 'Premium Attendant' settings window. The 'Advanced' tab is selected, and the 'Default keys' sub-tab is active. A table lists keys 1 through 0, #, and \*, each with a dropdown menu set to 'Do Nothing'. Key 0 is set to 'Transfer to Phone' with a value of '0032'. Key # is set to 'Replay Menu' and key \* is set to 'Return to Previous Menu'. The interface includes an 'Apply' button and a 'Cancel' button at the bottom.

| Key | Action                   |
|-----|--------------------------|
| 1   | Do Nothing               |
| 2   | Do Nothing               |
| 3   | Do Nothing               |
| 4   | Do Nothing               |
| 5   | Do Nothing               |
| 6   | Do Nothing               |
| 7   | Do Nothing               |
| 8   | Do Nothing               |
| 9   | Do Nothing               |
| 0   | Transfer to Phone (0032) |
| #   | Replay Menu              |
| *   | Return to Previous Menu  |

## Error Handling

Note: Always make sure timeout eventually hangs up on the caller, to prevent robo-calls and such from getting stuck in the attendant.

### Timeout

Default Operation when a user does not press a button after the initial announcement.

- System announcement then hang up says “Nothing has been selected.”, then after specified timeouts “Nothing has been selected, Goodbye!”

### Call Transfer

Default operation for call transfer.

- Ring is amount of time until system gives up on transfer.
  - 1 Ring = 6 Seconds.
  - If the transfer extension has voicemail, it will go to voicemail if the voicemail time is shorter than the transfer time.

### Unknown Input

Default operation when **Do Nothing** is selected.

- System announcement then hang up says “Selection is invalid.”, then after specified timeouts “I’m sorry you’re having trouble. Goodbye.”

# Premium Auto Attendant.

## Invalid Extension

Default operation when a caller dials an incorrect extension.

The screenshot shows the 'Premium Attendant' settings window with the 'Advanced' tab selected. The 'Error handling' sub-tab is active. It features four configuration panels: 'Timeout' (Menus time out if a caller doesn't press a key within 3 seconds; After 3 menu timeouts: System announcement then hang up), 'Call Transfer' (Ring: for 125 seconds; If a call transfer fails: Hang up the call), 'Unknown Input' (If the caller selects an unassigned key 3 times: System announcement then hang up), and 'Invalid Extension' (If the caller dials an invalid extension 3 times: Hang up). 'Apply' and 'Cancel' buttons are at the bottom.

## Other Settings

- Dial by extension can be configured to search by last name, first name or first and last names
- The intercept mailbox can be configured here. This is the voice mailbox that is used by any instances of “Intercept Mailbox” in any menu, making it easy to change this for multiple menus.

The screenshot shows the 'Premium Attendant' settings window with the 'Advanced' tab selected. The 'Other settings' sub-tab is active. It contains two main settings: 'When a caller dials the name of an extension or mailbox they wish to transfer to, match against configured extensions based on:' with a dropdown menu set to 'First and last names', and 'The Intercept Mailbox action directs your callers to the voicemail account:' with a text input field containing '0031'. 'Apply' and 'Cancel' buttons are at the bottom.



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