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Configure an Automated Attendant

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Atualizado há 9 meses

This article allows company administrators to configure an **Automated Attendant** in a **Cloud PBX**.

Configuration of Automated Attendants is performed from the Automated Attendant management window: see: [Accessing the Automated Attendant management window](#).

The Automated Attendant (AA) is associated to a public number and a root AA menu providing options for call handling: see: [Creating an Automated Attendant](#).

The root AA menu contains 10 configurable entries. Each entry is associated to a telephone key (digits from 0 to 9) and a destination for the call. The destination can be either a hunt group, or a company member, according to configuration: see: [Configuring the root AA menu entries](#).

AA submenus can be configured and used as destinations in the root AA menu. These AA submenus have the same properties as the root AA menu, and can also be used as destinations of other AA submenus: see: [Configuring AA submenus in the Automated Attendant](#).

Default voice prompts are available for the Automated Attendant. Each AA menu (root and submenus) has its own set of predefined voice prompts. They are played to callers when they access the Automated Attendant. Customized voice prompts in wav format can also be uploaded to replace default ones: see: [Customizing the voice prompts of the Automated Attendant](#).

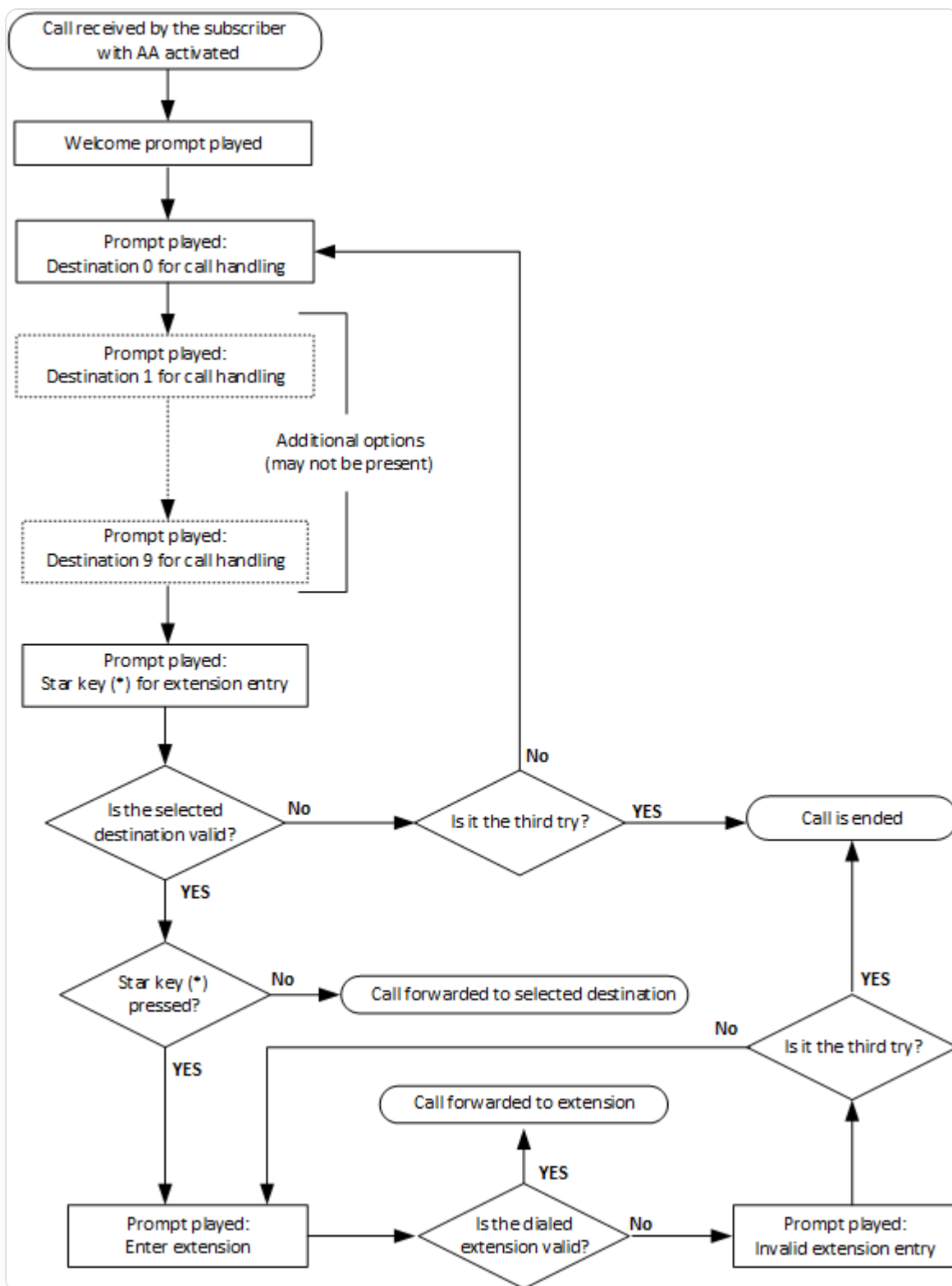
A welcome service can be the entry point for Automated Attendant. It provides a calendar of opening/closing hours. When the public number associated to the Automated Attendant is called, the welcome voice prompt of welcome service is played once, then:

- If the welcome service is in open state, the call is sent to the root menu of Automated Attendant.
- If the welcome service is in closed state, the call is sent the destination for closing hours.

To define a welcome service as entry point for Automated Attendant: see: [Configure welcome services](#).

An additional, not configurable, entry is provided for callers who know the extension number they want to call: They press the star key (*) and enter the extension number followed by hash (#). Three dedicated voice prompts presenting this option are systematically played to callers when they access the Automated Attendant. If you do not wish this option to be proposed, upload empty files to replace these three default voice prompts: see: [Customizing the voice prompts of the Automated Attendant](#).


Diagram of Automated Attendant:

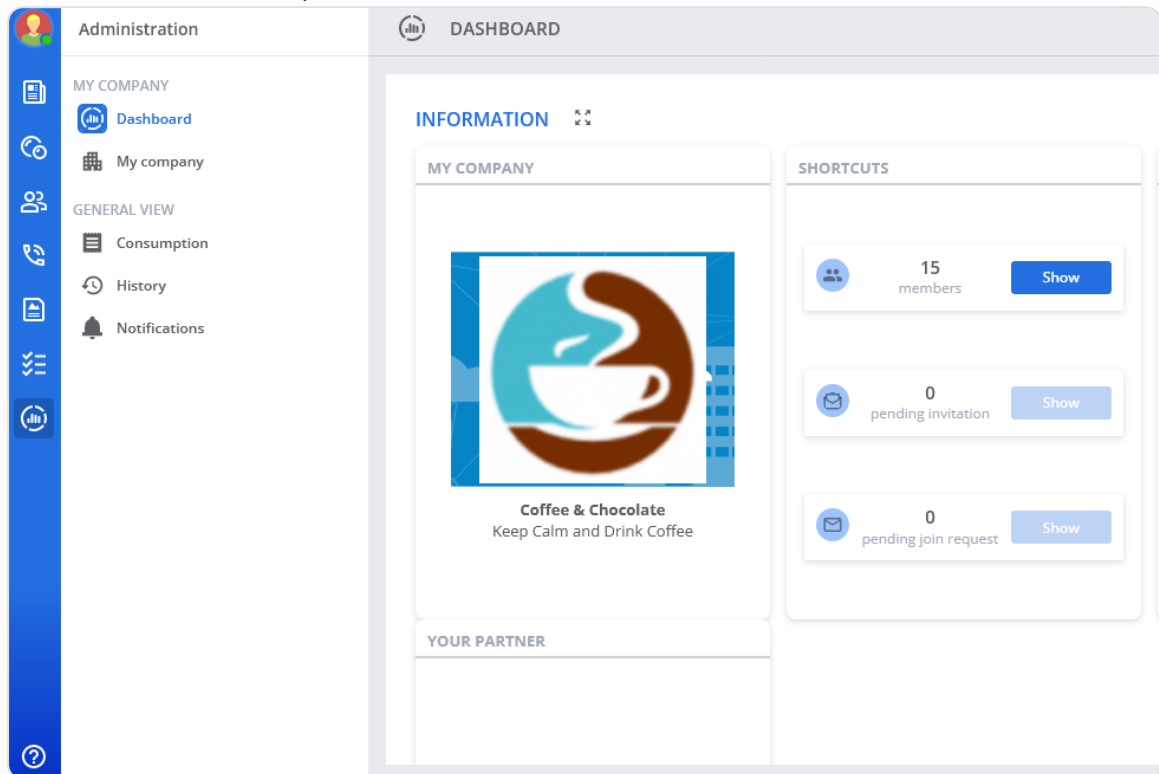


Prerequisites: The following parameters must be declared in the Cloud PBX:

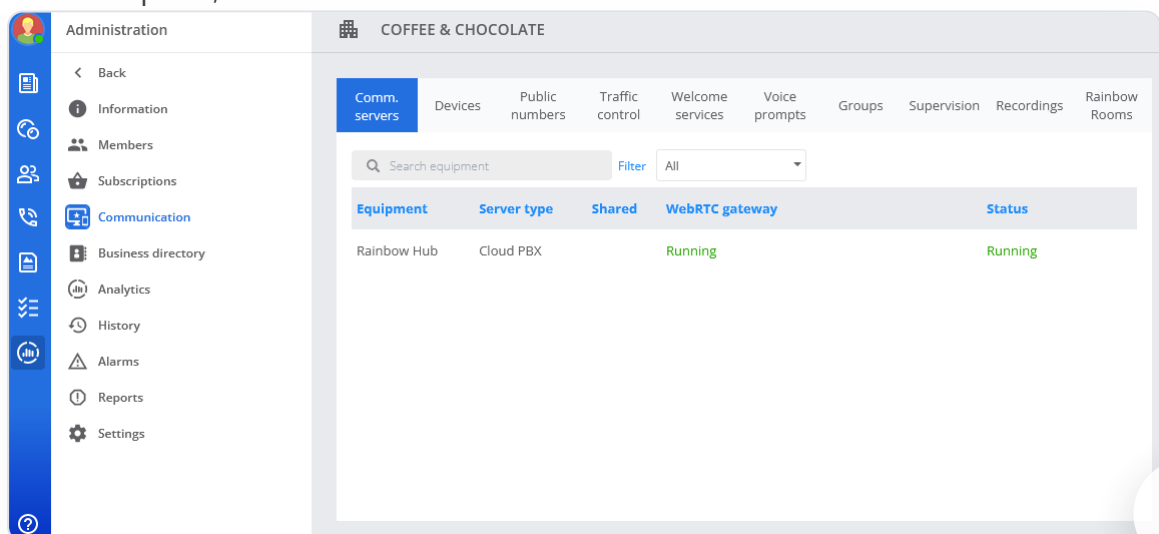
- Public numbers: see: [Configure the public numbering plan for a Cloud PBX associated to a customer company](#)
- Company members: see: [Configure the telephone numbers of company members in a Cloud PBX.](#)
- Hunt groups: see: [Configure hunt groups](#)
- Calendars of opening hours when welcome services are associated to Automated Attendants: see: [Configure welcome services](#)

ACCESSING THE AUTOMATED ATTENDANT MANAGEMENT WINDOW

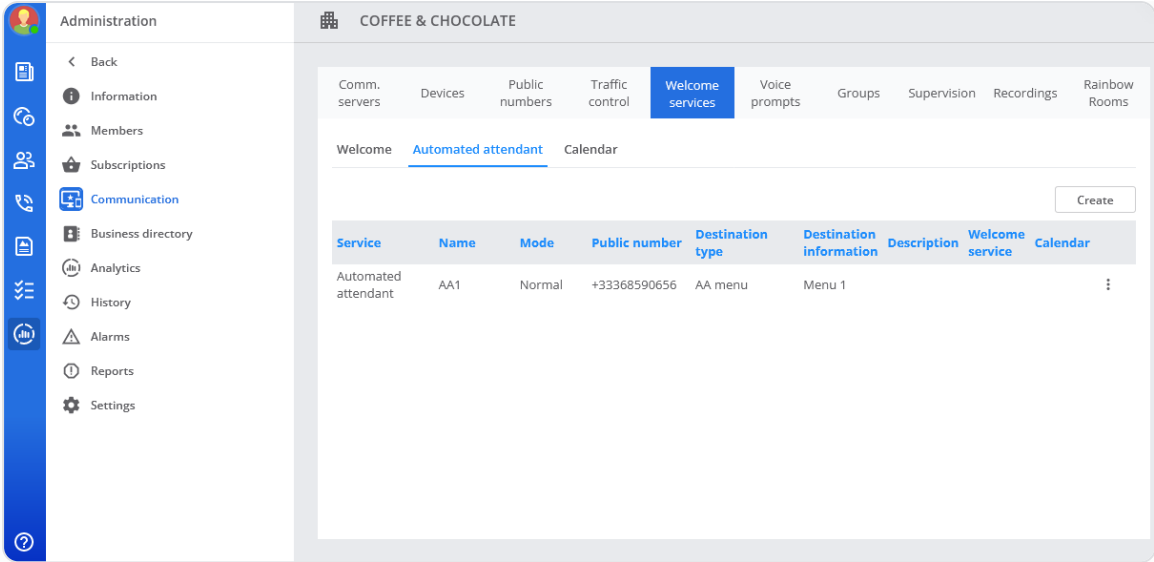
- 1 From the Rainbow administration interface, click on **Manage your company**  at the bottom of the left panel.



- 2 In the **MY COMPANY** panel, click on **My company**.
- 3 In the left panel, click on **Communication**.



- 4 In the right panel of the window, click on the **Welcome services** tab, then on **Automated attendant** tab.



CREATING AN AUTOMATED ATTENDANT

To create an Automated Attendant in a Cloud PBX:

- 1 From the Automated Attendant management window, click on **Create**.

+

Declare a new Automated Attendant service

Service information

Service

Automated attendant

Name

Description

Public number

Choose public phone number

☐ Menus with single voice prompt

Cancel

Apply

- 2 Review/modify the following parameters:



Name	Enter the name of the Automated Attendant
Description	If needed, enter a description
Public number	Select the public number to associate to the Automated Attendant among listed available numbers

- 3 Select **Menus with single voice prompt** if a single customized voice prompt must replace the set of predefined voice prompts played for AA menus.
- 4 Click on **Apply**.

The Automated Attendant is created and displayed in the service list (for example, AA2). The root AA menu created with the Automated Attendant is indicated in the **Destination information** column (default name is **Menu 1**).

Service	Name	Mode	Public number	Destination type	Destination information	Description	Welcome service	Calendar
Automated attendant	AA1	Normal		AA menu	Menu 1		Welcome service 2	Calendar week 1
Automated attendant	AA2	Normal	+33368590672	AA menu	Menu 1			

Note: From the service list window, you can also:

- Modify the Automated Attendant properties (name and public number) and add/delete welcome service association: Move your mouse over the Automated Attendant, click on , and select **Service information**.
- Modify the properties of a welcome service associated to Automated Attendant (name and destination for closing hours): click on the target welcome service to access its properties.
- Delete the Automated Attendant: Move your mouse over the Automated Attendant, click on , and select **Remove service**.

The Automated Attendant deletion results in the deletion of the welcome service, if associated.

CONFIGURING THE ROOT AA MENU ENTRIES

This operation allows to define the destination for each entry of the root AA menu.

- 1 From the Automated Attendant management window, click on the target Automated Attendant to edit the root AA menu entries.
- 2 If needed, modify the name, and enter a description (optional).

Note: The **Depth** field indicates the level of the menu in the Automated Attendant (1 for the root AA menu).

- 3 For each AA menu entry, click on the target digit and configure its destination:

Edit menus

Menu voice prompts Create menu

Menu Menu 1

Name Menu 1

Description Enter a description

Depth 1

MENU ENTRIES

Digit	Destination type	Destination information	Phone
<input type="checkbox"/> 0			⋮
<input type="checkbox"/> 1			⋮
<input type="checkbox"/> 2			⋮
<input type="checkbox"/> 3			⋮
<input type="checkbox"/> 4			⋮

Close Apply

- 1 Select the **Destination type: Member, Hunt group, Automated Attendant menu** or **Hunt group with waiting queue**.
- 2 If **Member** is selected, enter the name of the company member in the corresponding field.
This displays the internal extension number of the selected company member.
- 3 If **Hunt group** or **Hunt group with waiting queue** is selected, select the hunt group among listed available hunt groups.
This displays the internal extension number of the selected hunt group.
- 4 If **Automated Attendant menu** is selected, select the target AA submenu:
see: [Adding the AA submenu as destination of a parent AA menu](#).
- 5 Click on **Apply**.
The destination is displayed in the target menu entry.

MENU ENTRIES

Digit	Destination type	Destination information	Phone
<input checked="" type="checkbox"/> 0	Member	Sam Campbell	100

- 4 Once the root AA menu entries have been configured, click on **Apply**.

Note: From the menu entry configuration window, you can:

- Modify the destination of an AA menu entry: click on the target menu entry to access its properties.
- Delete the destination of an AA menu entry: unselect the check box of the target menu entry and click on **Apply** at the bottom right of the window.

CONFIGURING AA SUBMENUS IN THE AUTOMATED ATTENDANT

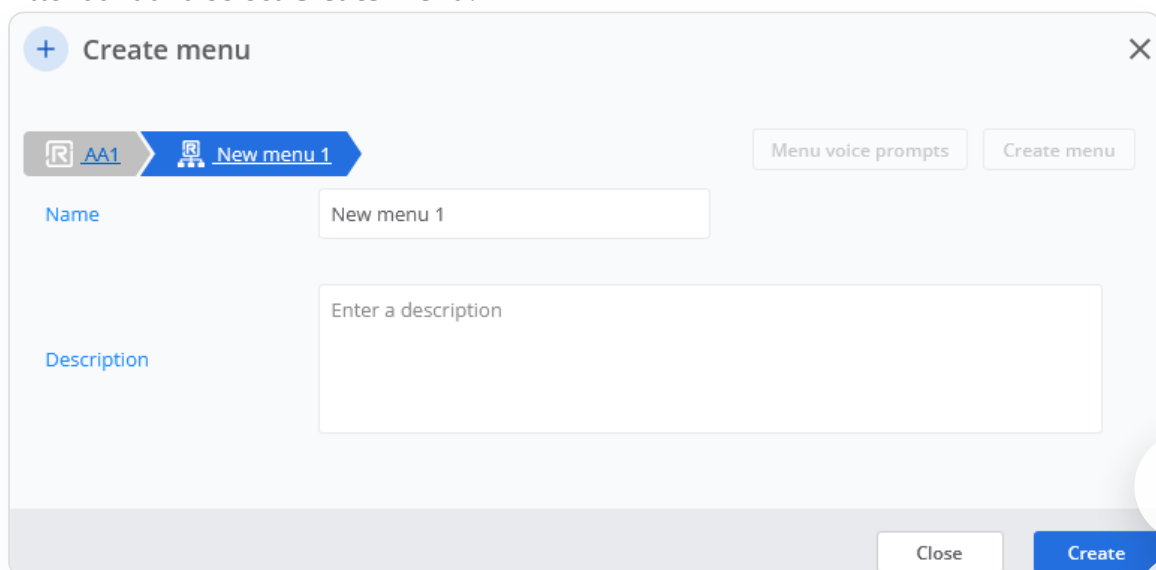
An AA submenu can be configured as destination of a parent AA menu (root AA menu or other AA submenu once configured).

The AA submenu configuration is a two-step process:

- 1 [Creating the AA submenu in the Automated Attendant](#)
- 2 [Adding the AA submenu as destination of a parent AA menu](#)

CREATING THE AA SUBMENU IN THE AUTOMATED ATTENDANT

- 1 From the Automated Attendant management window, click on the target Automated Attendant and select **Create menu**.



The screenshot shows a 'Create menu' dialog box. At the top left is a blue circle with a white plus sign and the text 'Create menu'. At the top right is a close button (X). Below this is a breadcrumb navigation bar showing 'AA1' and 'New menu 1'. To the right of the breadcrumb are two buttons: 'Menu voice prompts' and 'Create menu'. The main area has two labels: 'Name' and 'Description'. The 'Name' field contains the text 'New menu 1'. The 'Description' field is a large text area with the placeholder text 'Enter a description'. At the bottom right are two buttons: 'Close' and 'Create'.

- 2 In the **Name** field, modify the name of the AA submenu, if needed.
- 3 If needed, enter a description.

4 Click on **Create**.

AA2

Submenu 2

Menu voice prompts

Create menu

Menu

Submenu 2

Name

Submenu 2

Description

Enter a description

Depth

1

MENU ENTRIES

Digit	Destination type	Destination information	Phone
<input type="checkbox"/> 0			⋮
<input type="checkbox"/> 1			⋮
<input type="checkbox"/> 2			⋮
<input type="checkbox"/> 3			⋮
<input type="checkbox"/> 4			⋮
<input type="checkbox"/> 5			⋮

Close

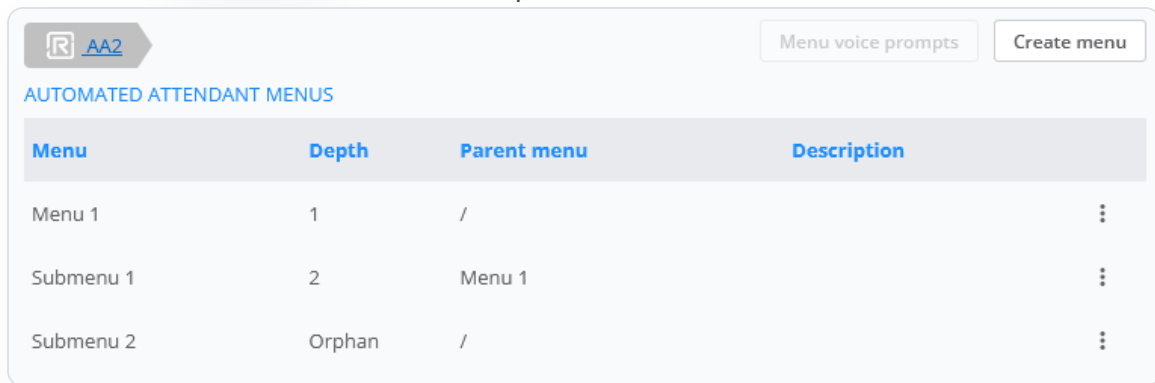
Apply

- 5 For each AA submenu entry, click on the target digit and configure its destination. For more details, see step 3 of the procedure: [Configuring the root AA menu entries](#).
- 6 Once the AA submenu entries have been configured, click on **Apply**.

To display the list of all AA submenus configured in the Automated Attendant:

- 1 From the Automated Attendant management window, click on the target Automated Attendant.

- 2 Click on the  [AA2](#) link at the top left of the window.



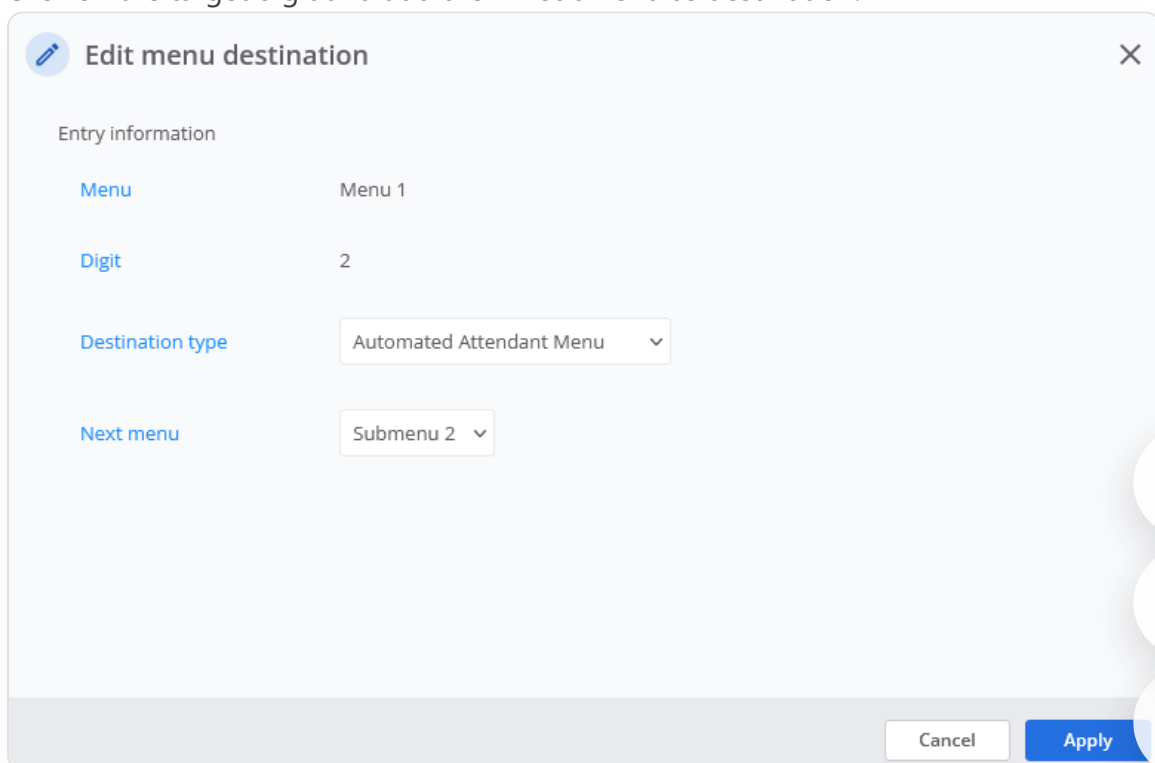
Menu	Depth	Parent menu	Description
Menu 1	1	/	⋮
Submenu 1	2	Menu 1	⋮
Submenu 2	Orphan	/	⋮

The **Depth** field indicates the level of the AA submenus in the Automated Attendant. In the example above:

- The *Submenu 1* is located on level 2 of the Automated Attendant. It is configured as a destination in the *Menu 1*, which is the root AA menu (level 1).
- The *Submenu 2* is defined as *Orphan* in the Automated Attendant because it is not used as a destination of *Menu 1* or *Submenu 1*.

ADDING THE AA SUBMENU AS DESTINATION OF A PARENT AA MENU

- 1 From the Automated Attendant management window, click on the target Automated Attendant and select the parent AA menu (root AA menu or other AA submenu) in the **Menu** field.
- 2 Click on the target digit and add the AA submenu as destination:



Edit menu destination

Entry information

Menu: Menu 1

Digit: 2

Destination type: Automated Attendant Menu

Next menu: Submenu 2

Cancel Apply

- 1 Set the **Destination type** to **Automated Attendant Menu**.
- 2 In the **Next menu**, select the AA submenu among available AA submenus.
The following rules apply when selecting the AA submenu:

- An already used AA submenu cannot be reused.
- If the parent AA menu is a level 2 submenu, the next AA menu can be either the root AA menu or a level 3 submenu.
- If the parent AA menu is a level 3 submenu, the next AA menu can only be the corresponding level 2 submenu.
- The Automated Attendant can only have three consecutive AA menus.

- 3 Click on **Apply**.

The AA submenu is displayed in the target menu entry.


MENU ENTRIES

	Digit	Destination type	Destination information	Phone	
<input checked="" type="checkbox"/>	0	Member	Sam CAMPBELL	100	⋮
<input checked="" type="checkbox"/>	1	AA menu	Submenu 1		⋮
<input checked="" type="checkbox"/>	2	AA menu	Submenu 2		⋮

Note: Its name is clickable: It provides access to the menu entry configuration window.

- 3 Click on **Apply** to validate change.

In the list of all AA submenus configured in the Automated Attendant, the AA submenu (*Submenu 2* in the example below) is now associated to the parent menu: It no longer appears as *Orphan*.



[AA2](#)

Menu voice prompts

Create menu

AUTOMATED ATTENDANT MENUS

Menu	Depth	Parent menu	Description
Menu 1	1	/	
Submenu 1	2	Menu 1	
Submenu 2	2	Menu 1	

CUSTOMIZING THE VOICE PROMPTS OF THE AUTOMATED ATTENDANT

A list of predefined voice prompts is available when an Automated Assistant is created in the Cloud PBX. The predefined voice prompts are:

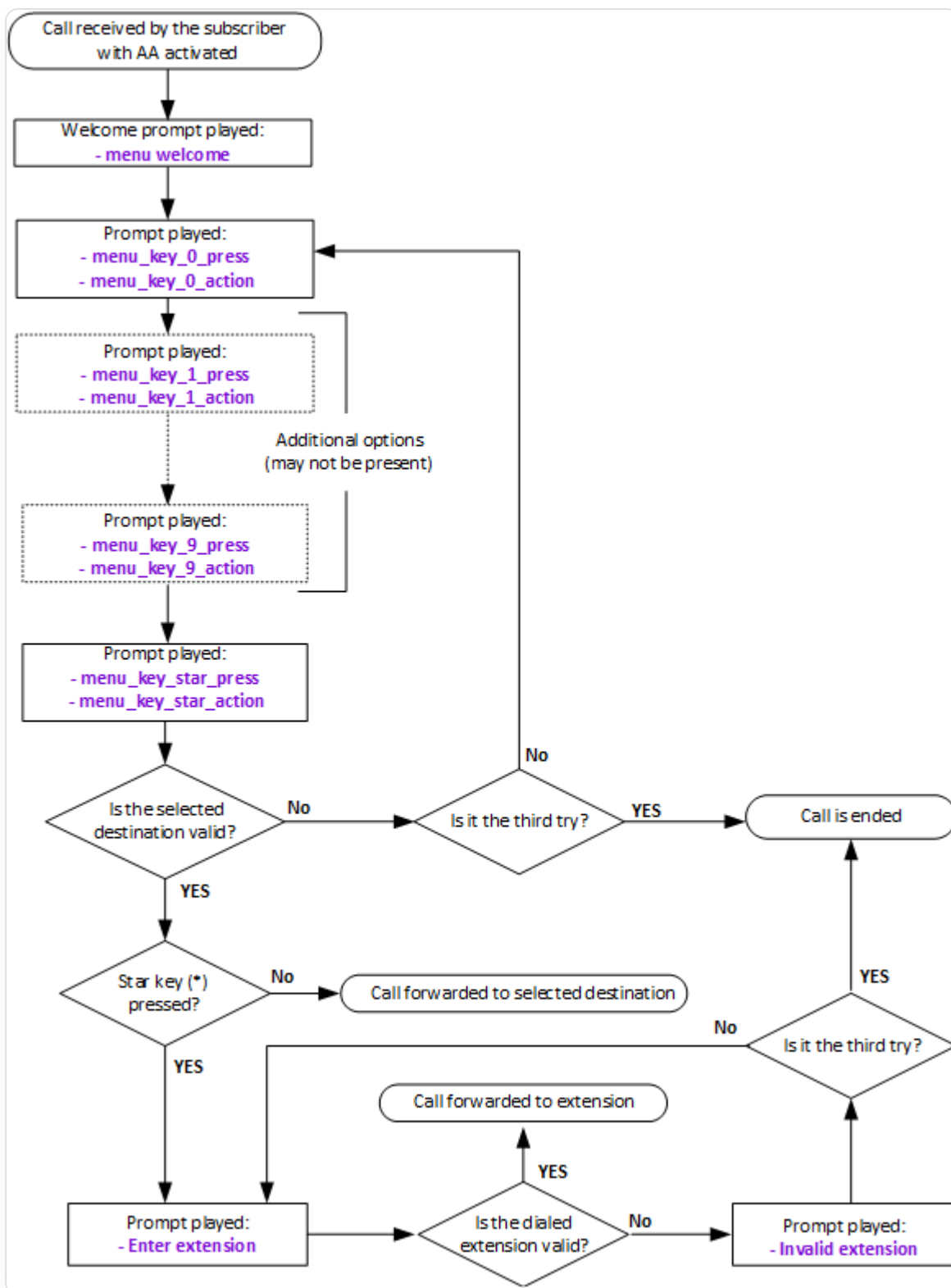
- A **Menu welcome** played to callers when they access the Automated Attendant
- For each entry (key from 0 to 9) configured in the AA menu, two voice prompts are combined and played to callers:
 - **menu_key_x_press** plays the key number
 - **menu_key_x_action** plays the name of the destination associated to the key x, such as Marketing, Sales or Technical Support

Example: The voice prompts **menu_key_3_press** and **menu_key_3_action** play successively "Press 3 for" and "Technical Support".

- The voice prompts associated to the star (*) option with:
 - The combined voice prompts **menu_key_star_press** and **menu_key_star_action** play "Press star for connecting to an extension"
 - **Enter extension** plays instructions to enter an extension number
 - **Invalid extension** only played in case the extension number entered is not valid
- An **Exit** voice prompt played to callers when they exit the Automated Attendant

In case the option **Menus with single voice prompt** has been selected at Automated Attendant creation, only the **Menu welcome** and **Exit** voice prompts are available. The **Menu welcome** voice prompt can be customized to replace all voice prompts listed above, except the **Exit** voice prompt.

Use of voice prompts in the Automated attendant:



For each AA menu configured in the Automated Attendant, you can:

- Download voice prompts to play them in local
- Customize voice prompts with your own messages
- Switch back to the default predefined messages

To customize the predefined voice prompts of an AA menu: see: [Customize voice prompts](#)

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