



Auto-Attendant

Quick Start Guide

2-02-09

Lumos Networks Auto Attendant Setup Guide

1. Before you start, you must have the Auto Attendant (AA) set up on your account, and you must have an administrative login and password set up (this is separate from your login and password for a specific phone number). If you are unsure about this, please contact the Lumos Networks Special Circuits group at 1-866-710-2243.
2. Once the Auto Attendant is set up and you have your login and password, you'll need to log at the following address: <http://www.ia.ntelos.net>.
3. The first thing you should consider is whether you want your AA to work the same way every day of the week (which is the default) or if you want to determine your own schedule – such as weekdays and weekends. If you want to use the default, you can skip through the schedule section.
4. Time Schedule – when you first login you will see the page below. To add, change or delete a time schedule – click on Time Schedule to open up the page.

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Calling Plan
- Utilities

Profile

Basic	Advanced
Users Add, modify, or remove users.	None of the menu items in this category are enabled.
Profile View or modify your group profile information.	
Change Password Change your password.	
Administrators Add, modify, or remove group administrators and department administrators.	
Departments Add, modify, or remove departments in your group.	
Holiday Schedule Add, modify, or remove holiday schedules for your group.	
Time Schedule Add, modify, or remove time schedules for your group.	

- To Add a new schedule, click on Add.

Time Schedule

Add a new time schedule or manage existing time schedules for the group.

Time Schedule Edit

No Entries Present

[Page 1 of 1]

Time Schedule Starts With Find Find All

OK Add Cancel

Time Schedule Add

Add a new time schedule.

OK Cancel

* Time Schedule Name:

*Start Day	*Start Time	*End Day	*End Time
--Select--	<input type="text"/> AM	--Select--	<input type="text"/> AM
--Select--	<input type="text"/> AM	--Select--	<input type="text"/> AM
--Select--	<input type="text"/> AM	--Select--	<input type="text"/> AM
--Select--	<input type="text"/> AM	--Select--	<input type="text"/> AM
--Select--	<input type="text"/> AM	--Select--	<input type="text"/> AM

- Name your Time Schedule – Weekday is the example above. Then select the days of the week and the time you want the day to begin and end.

Time Schedule Add

Add a new time schedule.

OK Cancel

* Time Schedule Name:

*Start Day	*Start Time	*End Day	*End Time
Monday	8:00 AM	Monday	5:00 PM
Tuesday	8:00 AM	Tuesday	5:00 PM
Wednesday	8:00 AM	Wednesday	5:00 PM
Thursday	8:00 AM	Thursday	5:00 PM
Friday	8:00 AM	Friday	5:00 PM
--Select--	<input type="text"/> AM	--Select--	<input type="text"/> AM

- Then click OK to save.

- To Add another schedule – such as Weekend and start at Friday at 5:00 and end Monday 7:59 AM simply click Add, Name the schedule and select your times and days. If the weekend time is continuous you can setup as indicated below.

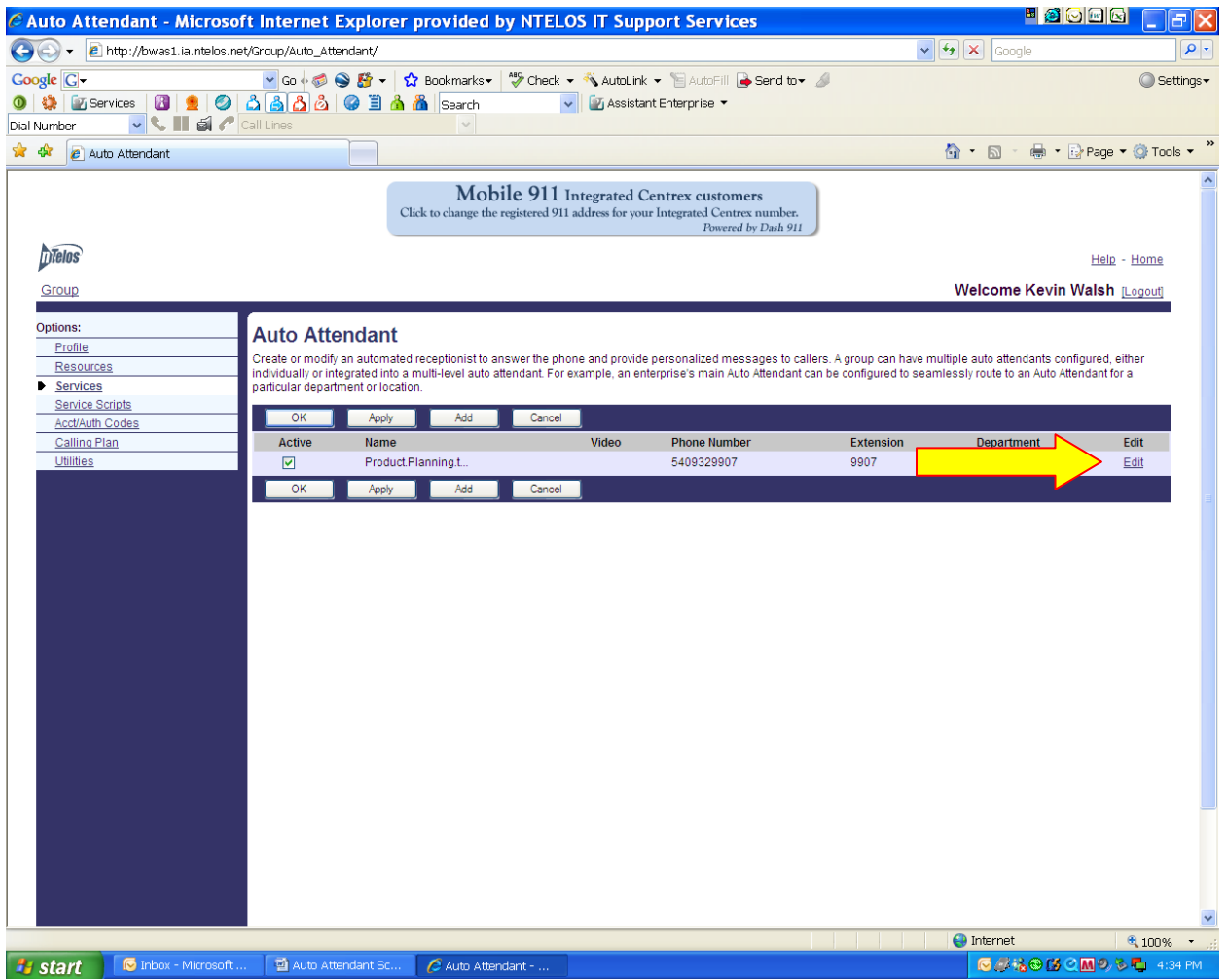
Time Schedule Add

Add a new time schedule.

You can also build Holiday schedules the same way.

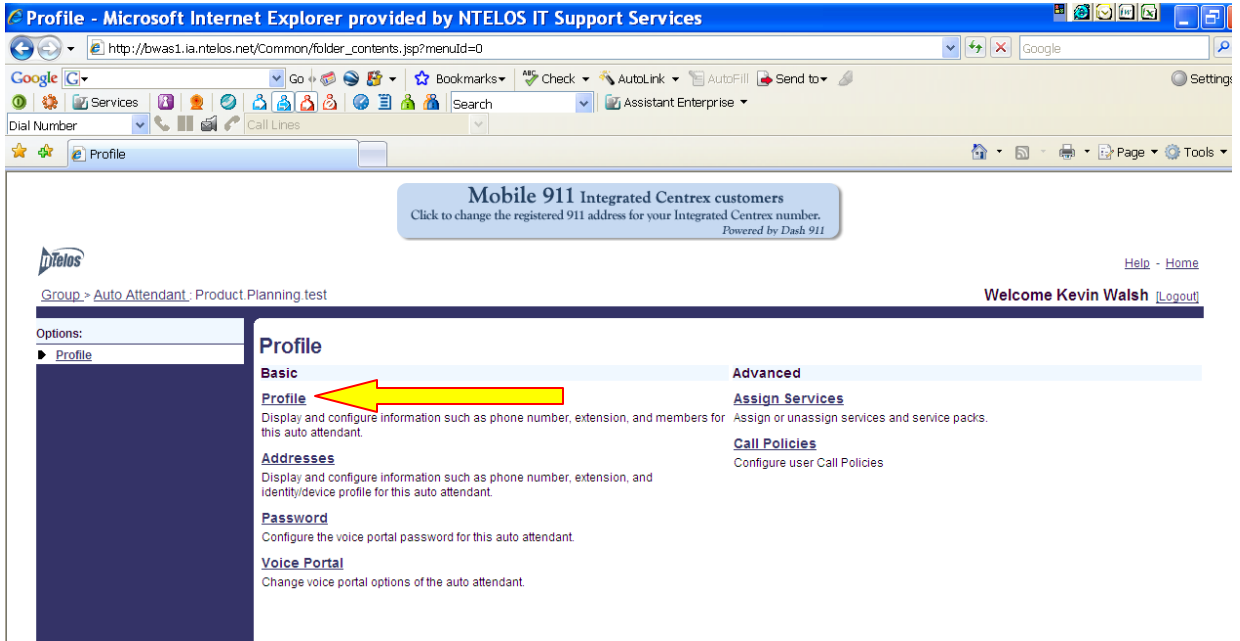
- Once you've established your schedule, click on Services on the left sidebar. Then from the screen below click on **"Auto Attendant"**.

10. Once you click on Auto Attendant, the page below will appear. Lumos Networks will establish your Auto Attendant.



11. Select the Auto Attendant that you wish to configure by clicking on edit (right side of page) for the name of the Auto Attendant you wish to set up (you could have more than one Auto Attendant set up on your account, based on your needs).

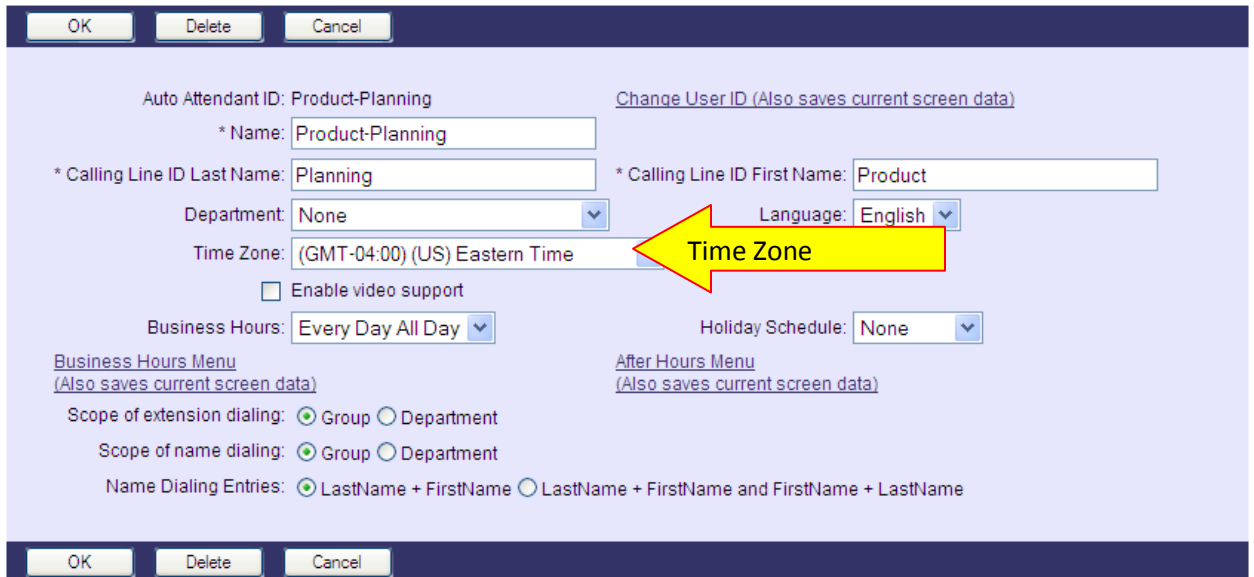
12. Clicking on edit will take you to the Auto Attendant screen, where you click on Profile.



13. After selecting Profile – the following screen will display. The **time zone** should be defaulted to US Eastern Time – but double check since an incorrect time zone would impact any schedules you may use.

Auto Attendant Modify

Modify an existing auto attendant.



14. If you setup a schedule – this is where you would choose Weekday for your Business Hours in the dropdown – otherwise the default would be Every Day All Day and would use the same greeting and prompts.

Auto Attendant Modify

Modify an existing auto attendant.

OK Delete Cancel

Auto Attendant ID: Product-Planning [Change User ID \(Also saves current screen data\)](#)

* Name: Product-Planning

* Calling Line ID Last Name: Planning * Calling Line ID First Name: Product

Department: None Language: English

Time Zone: (GMT-04:00) (US) Eastern Time

Enable video support

Business Hours: Every Day All Day Holiday Schedule: None

[Business Hours Menu](#) [After Hours Menu](#)
(Also saves current screen data) (current screen data)

Scope of extension dialing: Group Department

Scope of name dialing: Group Department

Name Dialing Entries: LastName + FirstName LastName + FirstName and FirstName + LastName

OK Delete Cancel

15. Next click on **Business Hours Menu** which opens the screen below. On this screen you will setup your greeting and how you want the calls to flow. You should setup your call flow before you record your greeting to ensure that you record the correct options.

Business Hours Menu

Configure the automated receptionist greeting prompt and dialing menu to be used during business hours.

OK Cancel

Business Hours Greeting:

Default Greeting

Personal Greeting

Load personal greeting: [Browse...](#)

Menu Options:

Enable first-level extension dialing

Key	Description	Action	Phone Number
0	<input type="text" value="group operator"/>	Transfer to operator	<input type="text"/>
1	<input type="text" value="dial by extension"/>	Extension dialing	
2	<input type="text" value="dial by name"/>	Name dialing	
3	<input type="text"/>	---	
4	<input type="text"/>	---	
5	<input type="text"/>	---	

Business Hours Menu

You use this page to set up your greeting and dialing menu to use during business hours. The Auto Attendant service provides an automated receptionist to direct incoming calls.

To move between text boxes, use the TAB key on your keyboard, or use your mouse pointer to click in the text box.

Steps	Details
<p>Enable or disable first-level extension dialing.</p>	<p>Check the <i>Enable First-Level Extension Dialing</i> box to allow callers to enter the extension of the party they want to reach without selecting a menu option first. Enabling this feature makes the auto attendant more convenient for callers who already know the extension of the person they want to reach.</p> <p>If you enable this option, the auto attendant will follow its initial greeting and first-level menu with a prompt: <i>If you know the extension of the party you are trying to reach, dial it now.</i> Users can also interrupt the initial greeting with the desired extension immediately after answer by the auto attendant.</p>
<p>Configure the first-level Auto Attendant menu.</p>	<p>You can also provide a short text description for each option in the <i>Description</i> column.</p> <ol style="list-style-type: none"> a. Type in the description name of the action to match the dropdown option. b. For each menu option, select an action from the drop-down lists in the <i>Action</i> column. Some actions also require you to specify a phone number. The page displays a box in the <i>Phone Number</i> column for options that require phone numbers. Phone numbers can include Feature Access Code prefixes (*##) to activate the following Feature Access Code Services: Calling Line ID Delivery Blocking Per Call, Calling Line ID Delivery Allowing Per Call, Direct Voice Mail Transfer, Speed Codes (8 or 100), or Diversion Inhibitor. For example, if you enter the Feature Access Code for Speed Dial 8, the call transfers directly to the digits mapped for Speed Dial 8. c. Setting up the action options: Drop down choices are; transfer with prompt, transfer without prompt, transfer to operator, name dialing, extension dialing, repeat menu and exit <ul style="list-style-type: none"> • "Transfer with prompt": Plays the message, <i>"Your call is being transferred, please hold"</i>, and then transfers the call to the specified number. • "Transfer without prompt": Transfers the call to the specified number, without playing a transfer prompt. • "Transfer to operator": Plays the message, <i>"Please stay on the line while your call is transferred to the operator"</i>, and then transfers

	<p>the call to the specified operator number.</p> <ul style="list-style-type: none"> • "Name dialing": Brings the user into the automated name directory. • "Extension dialing": Prompts the user for an extension, and transfers the user. • "Repeat menu": Replays the auto attendant greeting. • "Exit": Terminates the call. <p>d. You may want to have "0" set as the default key to transfer the caller out to a designated operator. First type in the Description (in this example, "group operator") beside the "0" key. To access the options for the line, click on the arrow beside the action specified for the "0" key and select "Transfer to Operator". Then type in the operator's phone number in the space provided under "Phone number".</p> <p>e. To add dial by extension and/or dial by name, simply type in the Description beside the Key selection, and then click on the Action drop down menu and select the appropriate action.</p> <p>f. To add the sales department, type in the description for Sales, and select "transfer with Prompt" from the Action drop down menu. Then enter the phone number for the sales department (or hunt group number) in the field labeled, "Phone Number". To have a hunt group, you must order a "virtual line" for the hunt group and provide the phone numbers for the phones that you'd like to ring in hunt sequence before setting up the Auto Attendant. nTelos Special Circuits will be able to provide you with the phone number for the "virtual line" once it has been ordered.</p> <p>g. To transfer a call to a specific extension, simply type in the name of the description under the appropriate key (eg: key 4, Parts Department), and then select "transfer with Prompt" from the Action drop down menu. Lastly, type in the phone number for the line that you want to ring.</p>
<p>Save your changes or exit without saving.</p>	<p>To save your changes, click OK. The previous page appears.</p> <p>To exit without saving, select another page or click Cancel to display the previous page.</p>
<p>Choose whether to use the default greeting or a personalized greeting.</p>	<p>Select an option from the Greeting control. "Default Greeting" plays a generic system recording, which does not identify a company by name.</p> <p>Welcome. Your call is being answered by an automated attendant. If you know your party's extension, press 1. To use our automated name directory, press 2. If you would like to speak with an operator, press 0. Thank you for calling.</p>

Record a Personal Greeting or Announcement

You can easily use Lumos Networks Voicemail to record your Auto Attendant Greeting:

- a. With your Auto Attendant order from Lumos Networks, you should order a nTelligent Messaging voicemail box and provide your email address. This mailbox will provide delivery of voicemail messages via .wav files to your email address.
- b. To create your greeting using voicemail, simply call your number from your own phone and after the tone, pause for 2 seconds and then read your Auto Attendant greeting. The greeting needs to be exactly as you setup your prompts.

For example:

Welcome to the XXX Company Automated Attendant. To direct your call, please select from the following options:

Press 0 to reach a company operator.

Press 1 to dial by extension.

Press 2 to dial by name.

Press 3 to reach the Marketing department.

- c. You should then receive an email that has the .wav file attached. If you do not receive this email, please contact our customer care department at 800-320-6144.
- d. Save the .wav file to a known location on your PC. On the Business Hours Menu – click on Personal Greeting, then browse to locate the .wav file. Your greeting will now be available to callers.
- e. **NOTE:** The maximum length allowed for .WAV and .MOV files is five minutes.

Business Hours Menu

Configure the automated receptionist greeting and dialing menu to be used during business hours.

OK Cancel

Business Hours Greeting:

Default Greeting
 Personal Greeting

Load personal greeting:

Menu Options:

Enable first-level extension dialing

Key	Description	Action	Phone Number
0	<input type="text" value="group operator"/>	Transfer to operator	<input type="text"/>
1	<input type="text" value="dial by extension"/>	Extension dialing	
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3	<input type="text"/>	---	
4	<input type="text"/>	---	
5	<input type="text"/>	---	

16. To Setup After Hours/Weekend

Select Weekend (or whatever you have titled your hours) and click on After Hours Menu

Auto Attendant Modify

Modify an existing auto attendant.

Auto Attendant ID: Product-Planning [Change User ID \(Also saves current screen data\)](#)

* Name: Product-Planning

* Calling Line ID Last Name: Planning * Calling Line ID First Name: Product

Department: None Language: English

Time Zone: (GMT-04:00) (US) Eastern Time

Enable video support

Business Hours: Weekend [Business Hours Menu \(Also saves current screen data\)](#) Schedule: None [After Hours Menu \(Also saves current screen data\)](#)

Scope of extension dialing: Group Department

Scope of name dialing: Group Department

Name Dialing Entries: LastName + FirstName LastName + FirstName and FirstName + LastName

Build your Descriptions and Actions – then record your after hours greeting (via voicemail) and browse for the file.

After Hours Menu

Configure the automated receptionist greeting prompt and dialing menu to be used after business hours.

After Hours Greeting:

Default Greeting

Personal Greeting C:\Documents and Settings\birckneri\My Documents\Auto Attendant.wav

Load personal greeting: [Browse...](#)

After Hours Menu Options:

Enable first-level extension dialing

Key	Description	Action	Phone Number
0	group operator	Transfer to operator	5409427489
1	dial by extension	Extension dialing	
2	dial by name	Name dialing	