



**SCS 4.0**

**Auto Attendant Setup & Operation**

**Task Based Guide**

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# Auto Attendant Set Up & Operation Guide

## Overview

The SCS 4.0 system includes a system wide auto-attendant facility that answers a company's incoming calls with a default pre-recorded greeting or a company's own custom recorded greeting.

The default SCS auto attendant destination is the Operator, accessed by dialing 100.

A maximum of 100 auto attendants can be configured on the SCS system.

Other features of the Auto Attendant include:

- a dial by name feature
- automated transfer to a local extension
- transferring the call to an operator
- or retrieval of voicemail messages

Multiple auto-attendants can be created for specific customer scenarios by using the Web based SCS configuration interface.

When the caller dials the Auto-Attendant, they will be presented with the following Auto-Attendant announcement:

*"Your call has been answered by an automated communications system. If you know your party's extension you may dial it at any time.*

*To dial by name press 9*

*To reach the operator press 0*

*To retrieve voicemail press #"*

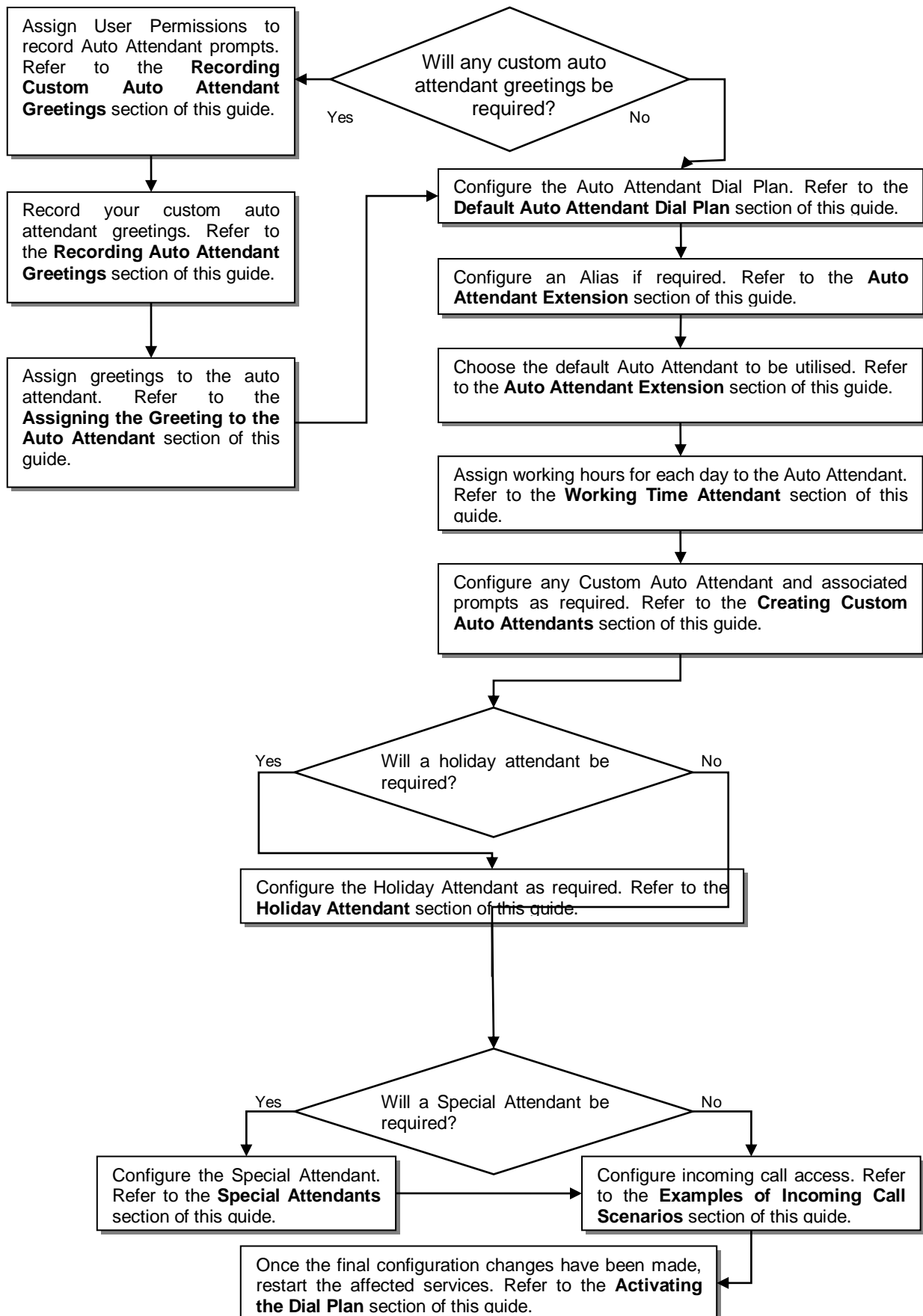
An SCS user can also configure a Personal Attendant that will direct calls to destinations relevant to their own extension. For example, in the user's absence their personal attendant can offer an options menu to destinations such as other SCS users or voicemail. Please refer to the Attendant section of the SCS 4.0 End User Task Base Guide, for Personal Attendant configuration details.

## Required Information

The following questions should be considered for the successful installation and configuration of the Auto Attendant facility on the SCS system:

- Will the default operator extension 100 be used or will this be changed within the default Auto Attendant Dial Plan?
- Will the default prompts for the Auto Attendant be used or will custom prompts be required?
- Will a Working Time Attendant be configured? If so what working hours will be required for the Auto Attendant Dial Plan rule to be used?
- What prompts will play when the office is closed “After Hours”
- Will the Dial by Name facility be used? If so the user or groups to which the users belong, will require attendant directory permissions. This will allow the user’s names to be available to the dial by name directory. (Please refer to the SCS 4.0 Configuring User Profiles Task Based Guide for details of how to assign attendant directory permissions to users).
- Will a Holiday Attendant be required?

## Flow Chart



## Accessing the SCS Programming Interface.

### **Web Browser requirements for accessing the SCS system**

Avaya recommends the following browsers for accessing the GUI of the SCS:

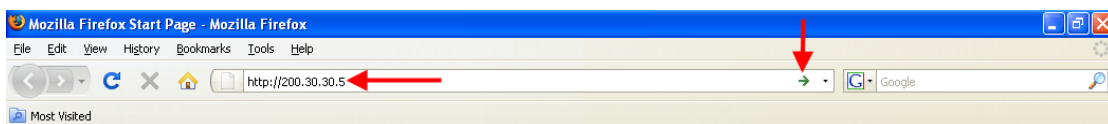
- Mozilla Firefox 3.5 or later
- Internet Explorer version 7.0 or later

In order to configure the Software Communications System you will need to login to the system with an account that has administrative privileges.

Please refer to the **SCS 4.0 Configuring User Profiles Task Based Guide** for details of how to create users and assign them administrative privileges.

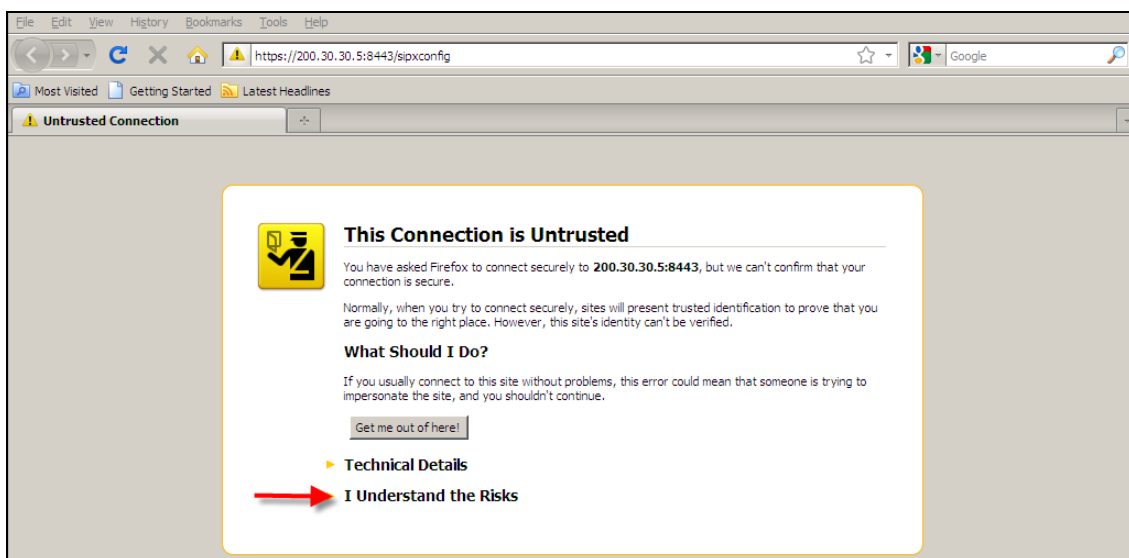
The following procedure describes how to access the SCS web browser administration utility:

1. Open your web browser and enter the IP address or FQDN (Fully Qualified Domain Name) of the SCS system in the address bar. Then press enter.



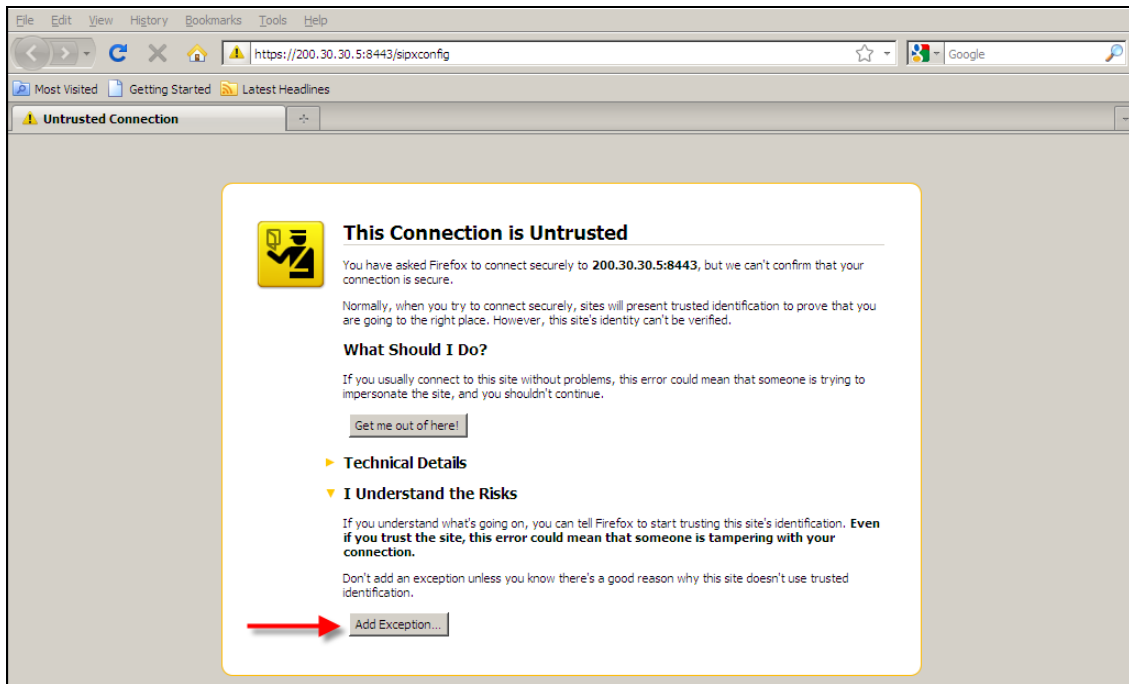
2. Depending on your browser settings, you may receive a warning concerning the site's security certificate. Approve the certificate by clicking on **OK** (or **Yes**, depending on which browser you are using) to continue browsing to the SCS administrator portal.

3. If you are using Mozilla Firefox 3.6, an exception will have to be added to a security certificate exception. Click on the **I Understand the Risks** link.

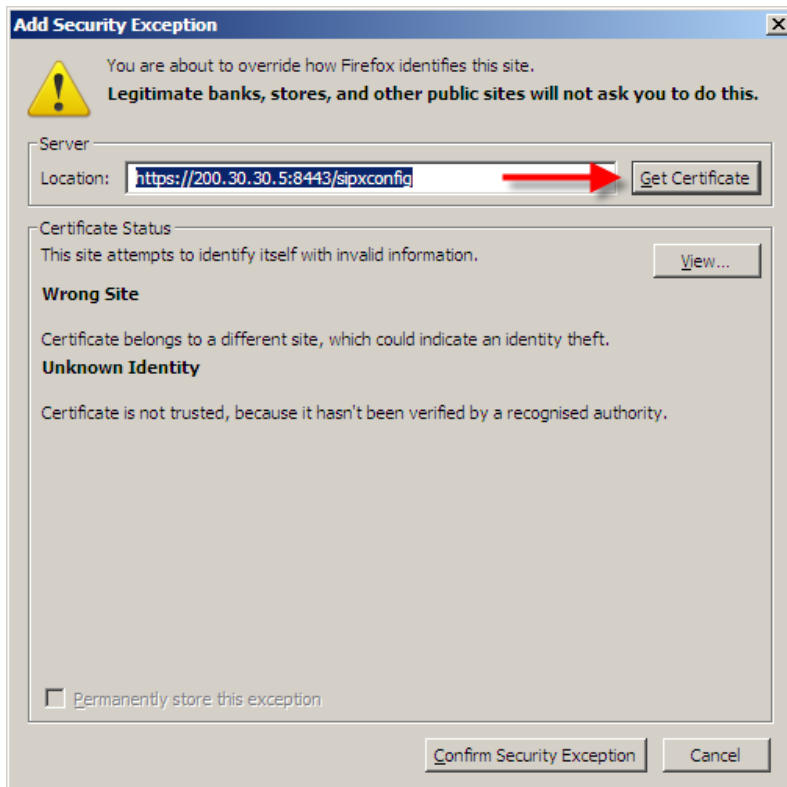




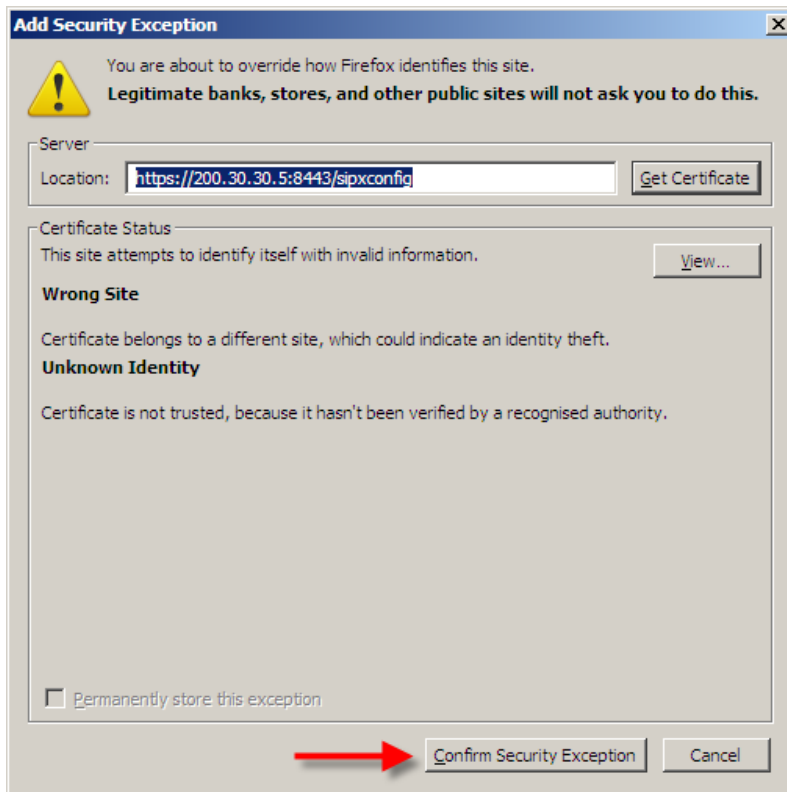
#### 4. Click on **Add Exception**.



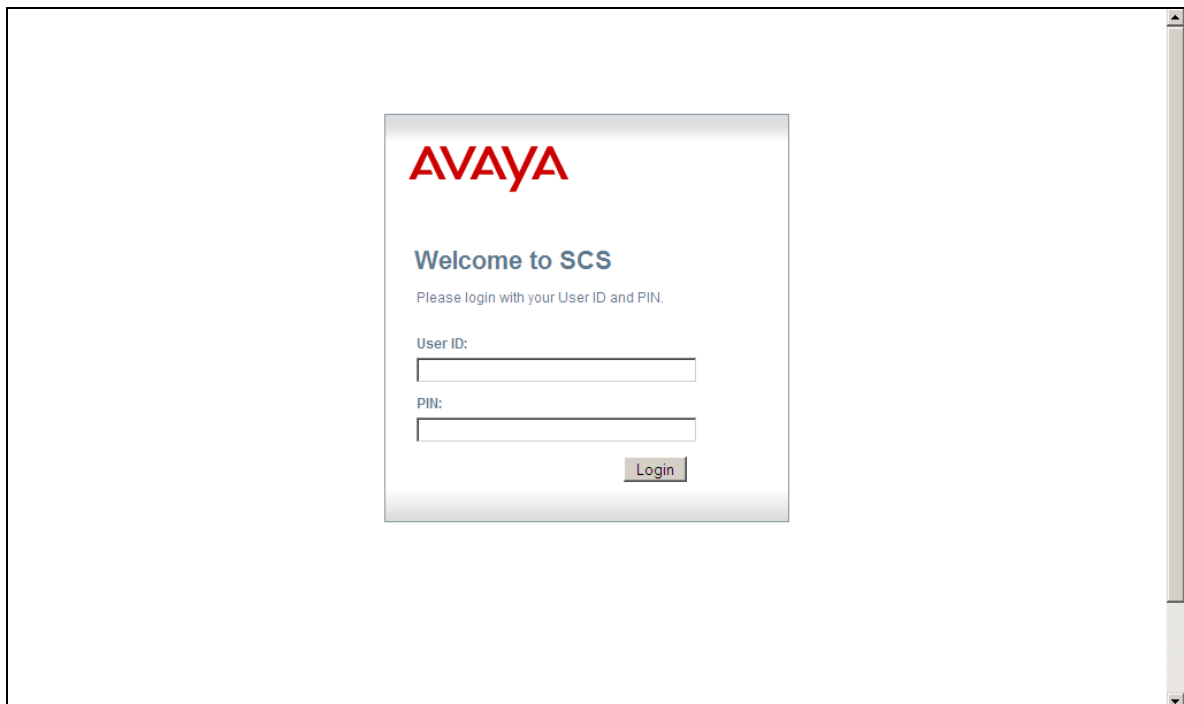
5. Click **Get Certificate**. This is a default certificate installed by the system at the point of installation to ensure security. To avoid exception messages in the future you can install a trusted certificate from within the browser – open the **System** menu and select **Web Certificates**.



6. Now click **Confirm Security Exception**.

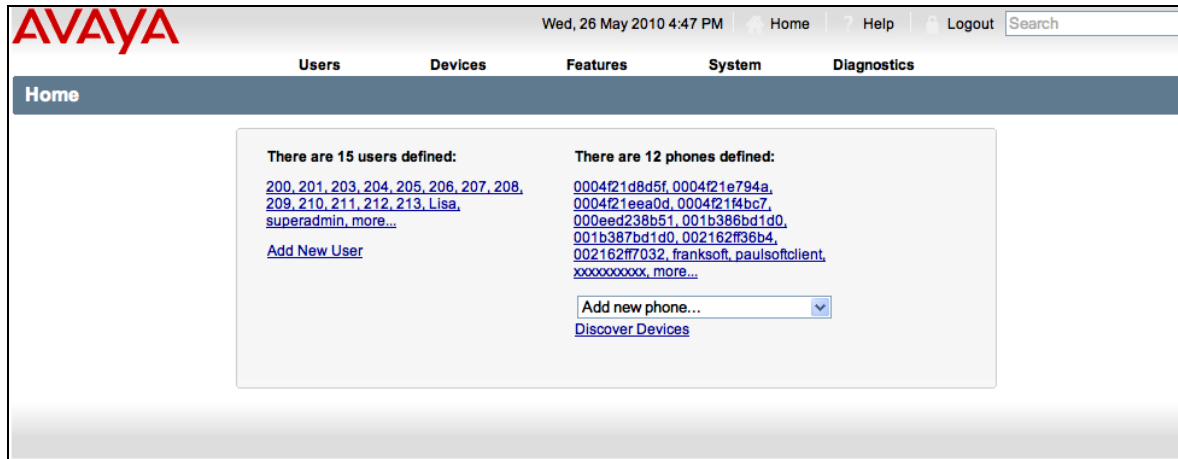


7. You will be presented with the initial login screen. Enter the user id **superadmin** and the password (PIN) previously defined by the administrator. Then click the **Login** button.



**Note:** For details of how to configure Users for the SCS please refer to the **SCS 4.0 Configuring User Profiles Task Based Guide**.

8. You will be presented with the SCS Interface.



## Recording Auto Attendant Greetings

The SCS Auto-Attendant facility provides default pre-recorded prompts that play to callers. The administrator can decide whether a prompt provides information only, or presents a menu from which a caller can select options using the phone's key pad.

The standard prompts that play to callers include:

The **System Greeting**: "Your call has been answered by an automated communications system"

The **Initial Auto Attendant prompt**: "If you know your party's extension, you may dial it at any time. To dial by name, press 9. To reach the operator, press 0. To retrieve voicemail press #"

**Note:** Please refer to the SCS 4.0 Configuring User Profiles Task Based Guide for details of how to assign users, attendant directory permissions. This will allow the user's names to be available to the dial by name directory.

### **Recording a Custom Auto Attendant Greeting**

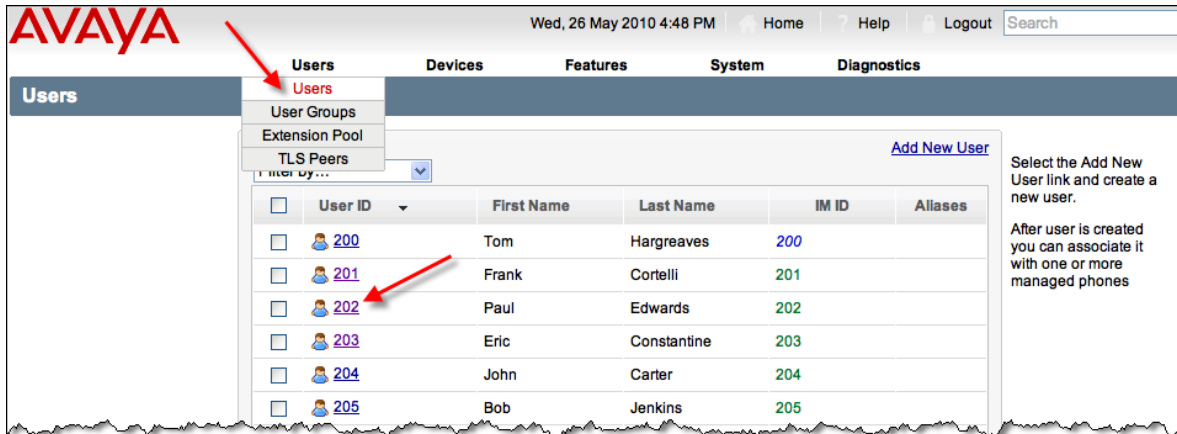
To default System Greeting(s) can be changed by recording a new set of greetings and specifying which greeting the auto-attendant will play.

You can record the following system-wide greetings:

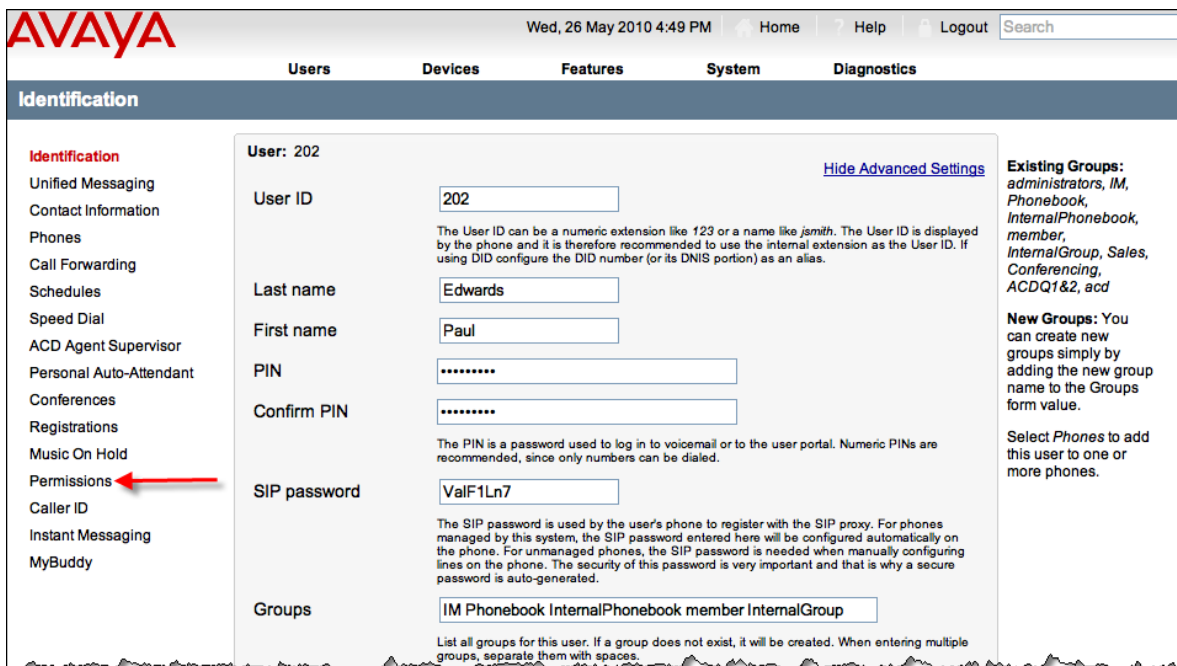
- Standard system greeting
- After hours greeting
- Special occasion greeting

These greetings can be re-recorded by SCS users who have been assigned the **“Record System Prompts”** permission. To define a user with such a permission:

1. From the main administrative SCS interface select the **Users** link followed by the link of the user to which the permission will be applied. In this example user ‘200’ *Paul Edwards* has been selected.



2. You will be presented with the User Settings screen. Click the **Permissions** link.



- From the **Permissions** screen, ensure the **Record System Prompts** check box is selected.

The screenshot shows the 'Call Permission' settings window. The 'Record System Prompts' checkbox is checked and highlighted with a red box. A red arrow points to the checked box. The window includes a sidebar with 'Instant Messaging' and 'IM Notification', and buttons for 'OK', 'Apply', and 'Cancel' at the bottom.

Permission	Checked	Default
900 Dialing	<input type="checkbox"/>	(Default: unchecked)
Attendant Directory	<input checked="" type="checkbox"/>	(Default: checked)
International Dialing	<input checked="" type="checkbox"/>	(Default: checked)
Local Dialing	<input checked="" type="checkbox"/>	(Default: checked)
Long Distance Dialing	<input checked="" type="checkbox"/>	(Default: checked)
Mobile Dialing	<input checked="" type="checkbox"/>	(Default: checked)
Toll Free	<input checked="" type="checkbox"/>	(Default: checked)
Voice Mail	<input checked="" type="checkbox"/>	(Default: checked)
<b>Record System Prompts</b>	<input checked="" type="checkbox"/>	(Default: unchecked)

- Also, ensure that the **Voicemail** check box is selected for the user.

The screenshot shows the 'Call Permission' settings window. The 'Voice Mail' checkbox is checked and highlighted with a red box. A red arrow points to the checked box. The window includes a sidebar with 'Instant Messaging' and 'IM Notification', and buttons for 'OK', 'Apply', and 'Cancel' at the bottom.

Permission	Checked	Default
900 Dialing	<input type="checkbox"/>	(Default: unchecked)
Attendant Directory	<input checked="" type="checkbox"/>	(Default: checked)
International Dialing	<input checked="" type="checkbox"/>	(Default: checked)
Local Dialing	<input checked="" type="checkbox"/>	(Default: checked)
Long Distance Dialing	<input checked="" type="checkbox"/>	(Default: checked)
Mobile Dialing	<input checked="" type="checkbox"/>	(Default: checked)
Toll Free	<input checked="" type="checkbox"/>	(Default: checked)
<b>Voice Mail</b>	<input checked="" type="checkbox"/>	(Default: checked)
Record System Prompts	<input checked="" type="checkbox"/>	(Default: unchecked)

- Click the **Apply** button followed by **OK** button to confirm the changes made.

**Can Permission**

900 Dialing  (Default: unchecked)  
User can dial 900 numbers

Attendant Directory  (Default: unchecked)  
List user in Auto Attendant

International Dialing  (Default: checked)  
User can dial international numbers

Local Dialing  (Default: checked)  
User can dial local numbers

Long Distance Dialing  (Default: checked)  
User can dial long distance numbers

Mobile Dialing  (Default: checked)  
User can dial mobile numbers

Toll Free  (Default: checked)  
User can dial toll free numbers

Voice Mail  (Default: checked)  
User has voicemail inbox

Record System Prompts  (Default: unchecked)  
User can record system prompts

**OK** **Apply** **Cancel**

- You will be presented with the **Users** screen.

**AVAYA** Wed, 26 May 2010 4:51 PM Home Help Logout Search

Users Devices Features System Diagnostics

**Users** [Add New User](#)

Filter by...

<input type="checkbox"/>	User ID	First Name	Last Name	IM ID	Aliases
<input type="checkbox"/>	200	Tom	Hargreaves	200	
<input type="checkbox"/>	201	Frank	Cortelli	201	
<input type="checkbox"/>	202	Paul	Edwards	202	
<input type="checkbox"/>	203	Eric	Constantine	203	
<input type="checkbox"/>	204	John	Carter	204	
<input type="checkbox"/>	205	Bob	Jenkins	205	
<input type="checkbox"/>	206	Alex	Samson	206	
<input type="checkbox"/>	207	Mary	Jones	207	
<input type="checkbox"/>	208	Frank	Karol	208	
<input type="checkbox"/>	209	Gavin	Maris	209	
<input type="checkbox"/>	210	Adam	Histon	210	
<input type="checkbox"/>	211	Mike	Thomas	211	
<input type="checkbox"/>	212	Gordon	Green	212	
<input type="checkbox"/>	213	Alan	Norris	213	
<input type="checkbox"/>	superadmin			superadmin	

<< 1 >>

Delete More actions...

Select the Add New User link and create a new user.  
After user is created you can associate it with one or more managed phones

If required, the default system greeting and initial prompts can now be re-recorded. By default the greeting will be played as follows:

"You have been answered by an automated communications system. If you know your party's extension, you may dial it at any time. To dial by name, press 9. To reach the operator, press 0. To retrieve voicemail press #"

To record the message by phone, the user should login into their voicemail box from their handset:

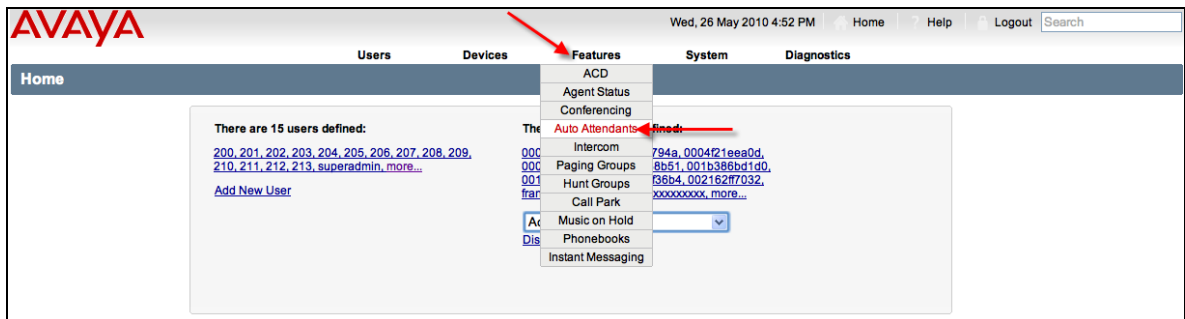
1. Dial the voicemail extension number, by default 101.
2. Enter the PIN to login to the voicemail box. And press #
3. You will hear the main voicemail menu for that user.
4. Press 7 to access system administration option menu.
5. Press 1 to manage the auto attendant prompt and record the greeting.
6. Press 1 to record the auto attendant prompt.
7. After the tone record the prompt followed by the # key. You will then be prompted as follows
  - a. To listen to the recording press 1
  - b. To use this recording press 2
  - c. To delete the recording and try again press 3
  - d. To cancel press \*
  - e. Once you are happy with the recording log out of the voicemail box.

The recorded greeting now has to be assigned to the Auto Attendant.

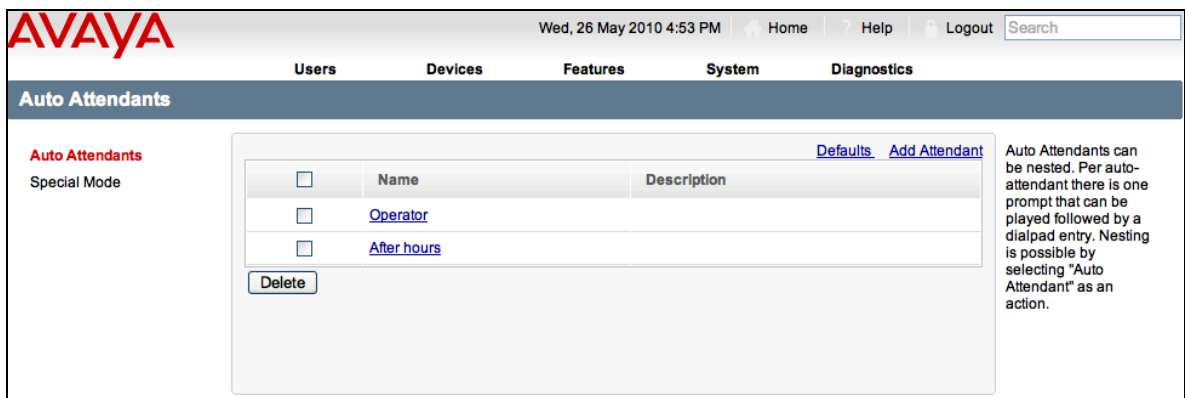
## Assigning the Greeting to the Auto Attendant.

To assign the greeting to the required Auto Attendant:

1. From the main administrative interface click the **Features** link followed by **Auto Attendants**.

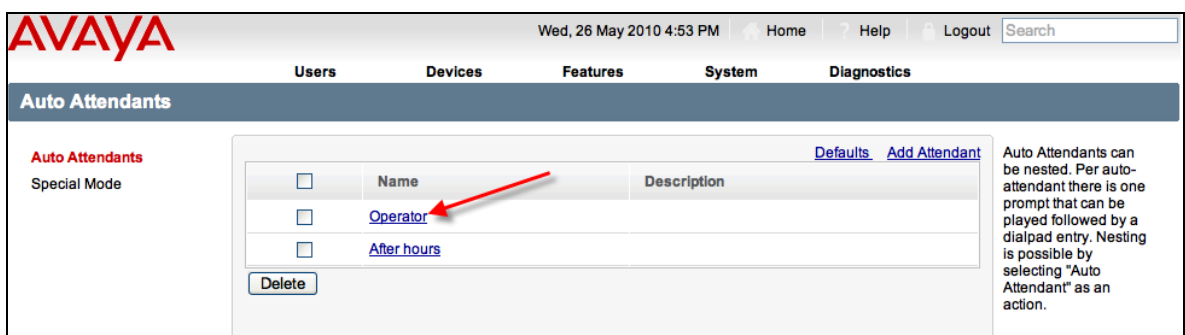


2. You will be presented with the **Auto Attendants** screen.



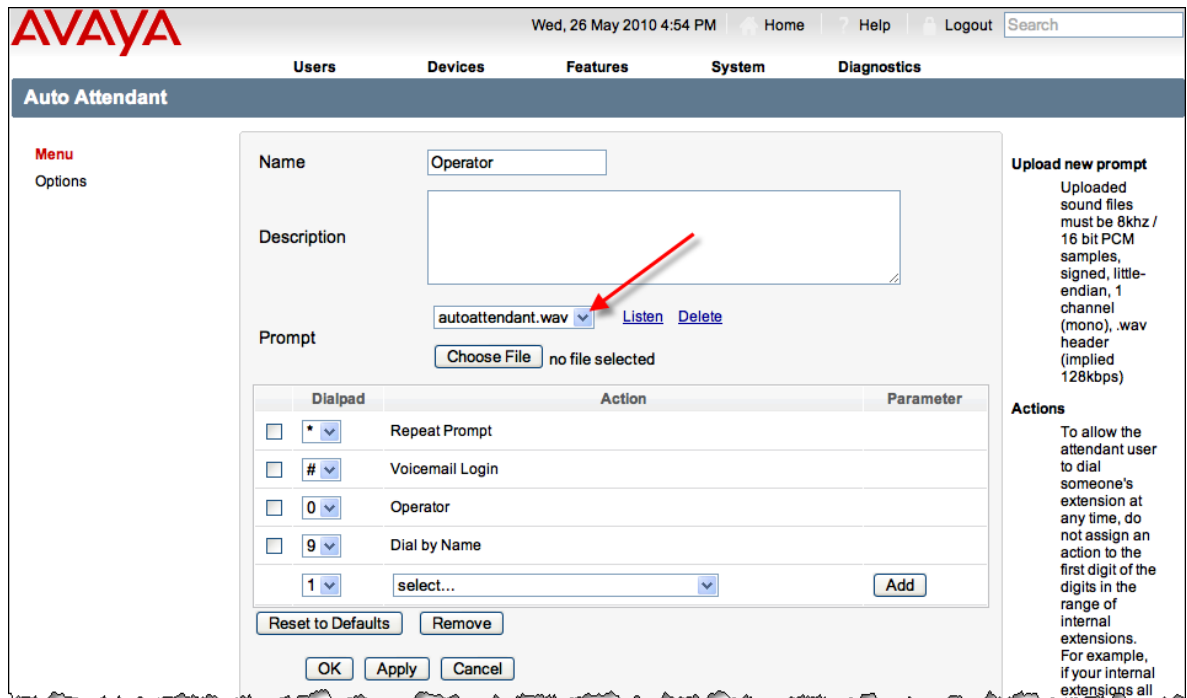
There are two default attendants available **Operator** and **After Hours**. The default attendant specified in the Auto Attendant Dial Plan is **Operator** and this will play and be active during business open hours. The **After Hours** attendant will be used during the hours when the business is closed. For details of how to configure your business hours for an attendant, please refer to the **Working Time Attendant** section of this guide.

3. Select the link for the Auto Attendant to which the greeting will apply. In this example the **Operator** has been selected.

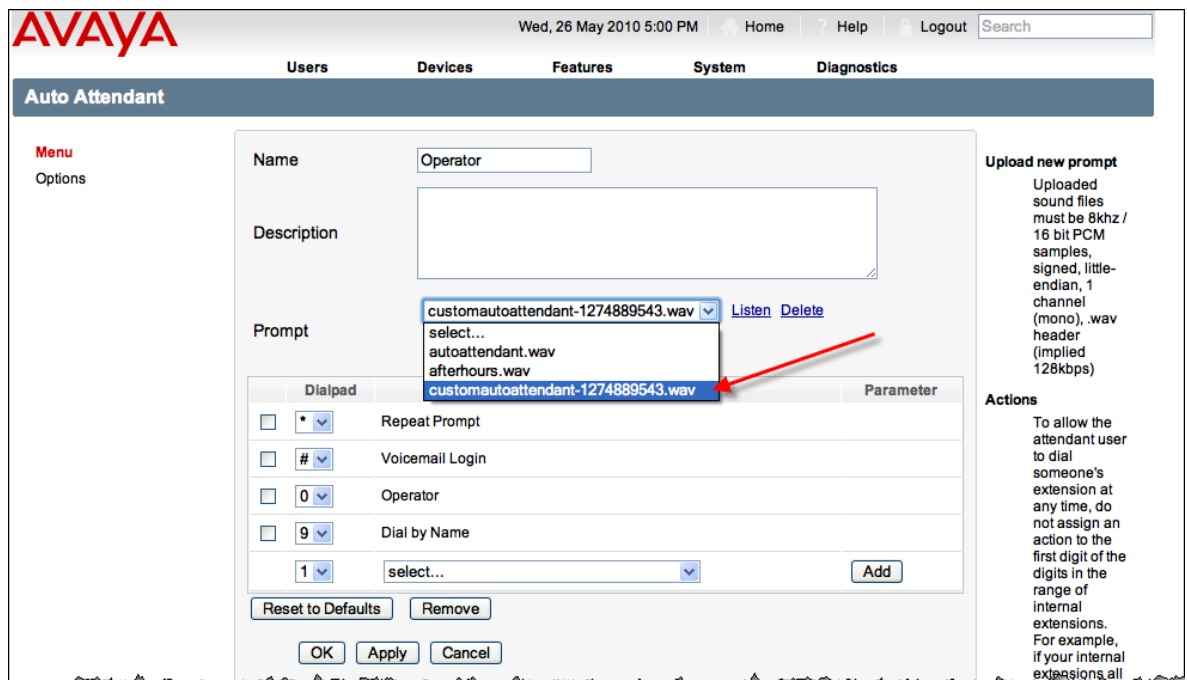




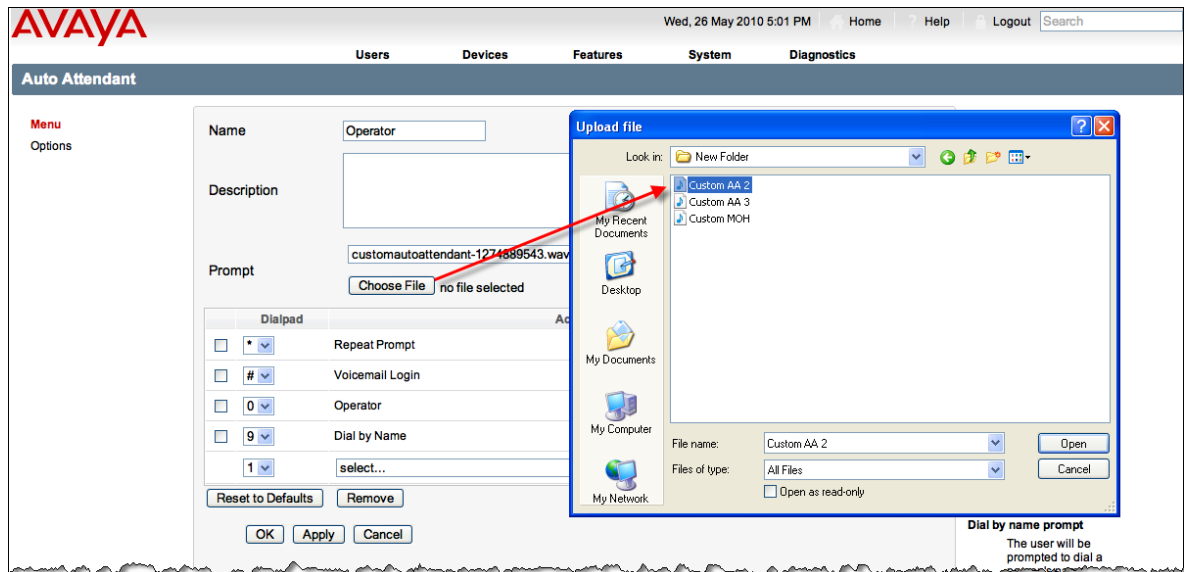
- The **Auto Attendant** settings will be displayed. Click the drop down list to select the recorded greeting.



- In this example, the user has recorded a single auto attendant greeting that is available for selection.

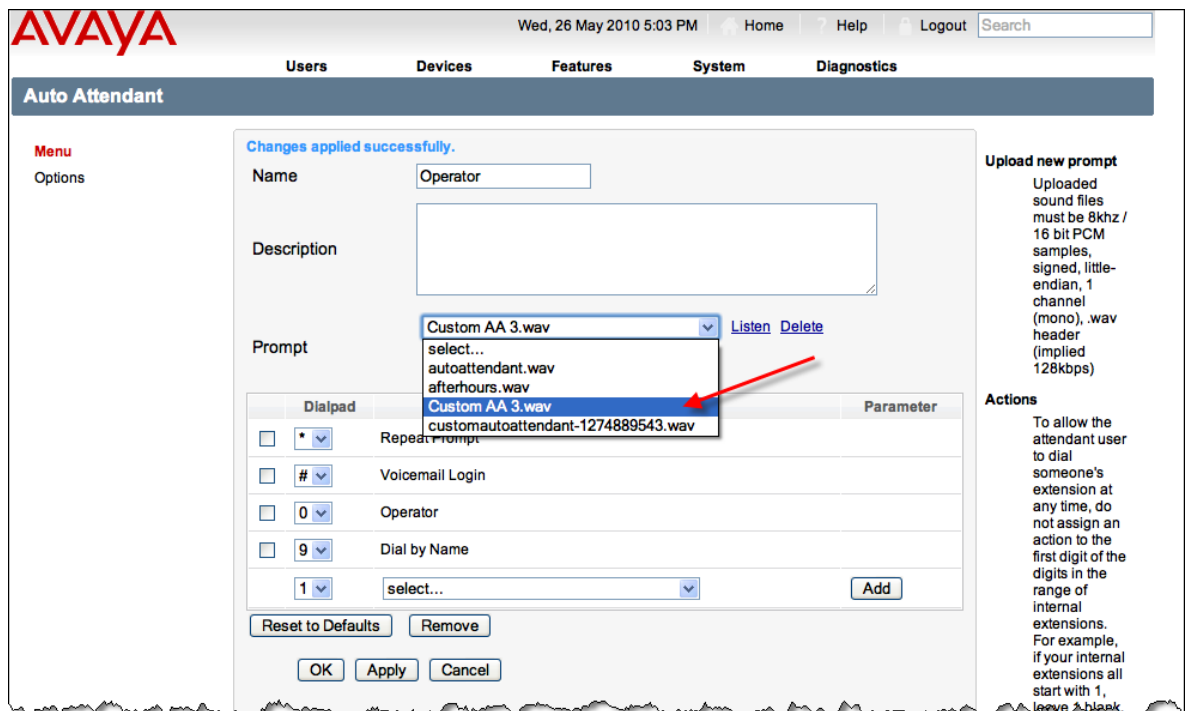


- You can also record prompts via a PC and upload them to the SCS. Select the **Choose file / Browse** button and browse to the required file.



**Note:** Any .wav files recorded must be 8khz / 16 bit PCM samples, signed, little-endian, 1 channel (mono), .wav header (implied 128kbps)

- Click the **Apply** button, the greeting will become available for selection.



8. Once the greeting has been selected click the **Apply** button followed by the **OK** button.

AVAYA Wed, 26 May 2010 5:04 PM Home Help Logout Search

Users Devices Features System Diagnostics

**Auto Attendant**

Menu Options

Changes applied successfully.

Name

Description

Prompt Custom AA 3.wav [Listen](#) [Delete](#)

no file selected

Dialpad	Action	Parameter
<input type="checkbox"/> * <input type="text" value="v"/>	Repeat Prompt	
<input type="checkbox"/> # <input type="text" value="v"/>	Voicemail Login	
<input type="checkbox"/> 0 <input type="text" value="v"/>	Operator	
<input type="checkbox"/> 9 <input type="text" value="v"/>	Dial by Name	
<input type="text" value="1"/> <input type="text" value="v"/>		<input type="button" value="Add"/>

**Upload new prompt**  
 Uploaded sound files must be 8khz / 16 bit PCM samples, signed, little-endian, 1 channel (mono), .wav header (implied 128kbps)

**Actions**  
 To allow the attendant user to dial someone's extension at any time, do not assign an action to the first digit of the digits in the range of internal extensions. For example, if your internal extensions all start with 1, leave 1 blank.

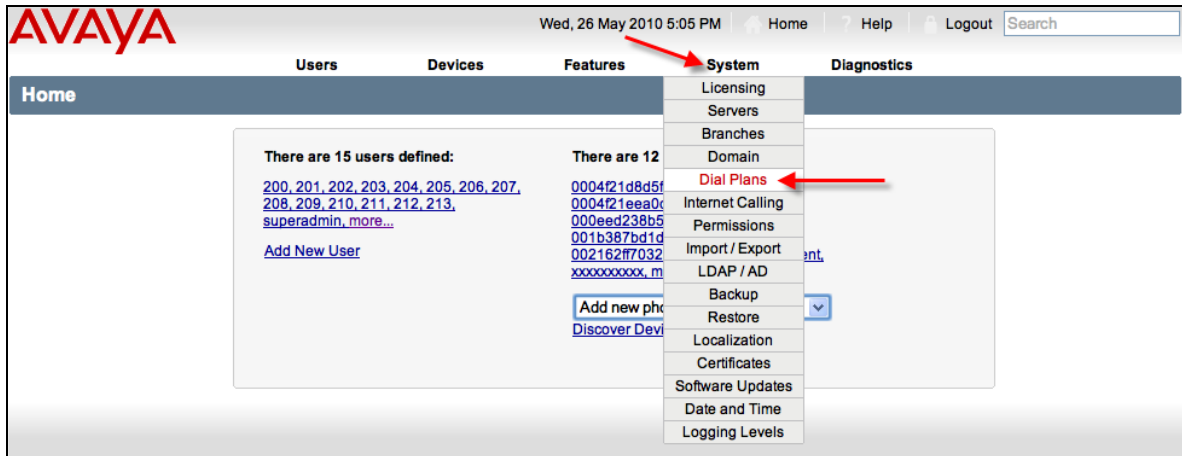
**Note:** If the SCS system has been installed with Localization Packages and for example the applied language has been set to French, when a user dials 100 they will still be presented with the Auto Attendant prompts in an American voice. This is design intent as the customer themselves may wish to change their default prompts to those that include their company details. For example, "Thank you for calling company ABC Ltd. If you know your party's extension, you may dial it at any time. To dial by name, press 9. To reach the operator, press 0. To retrieve voicemail press #"

## The Default Auto Attendant Dial Plan

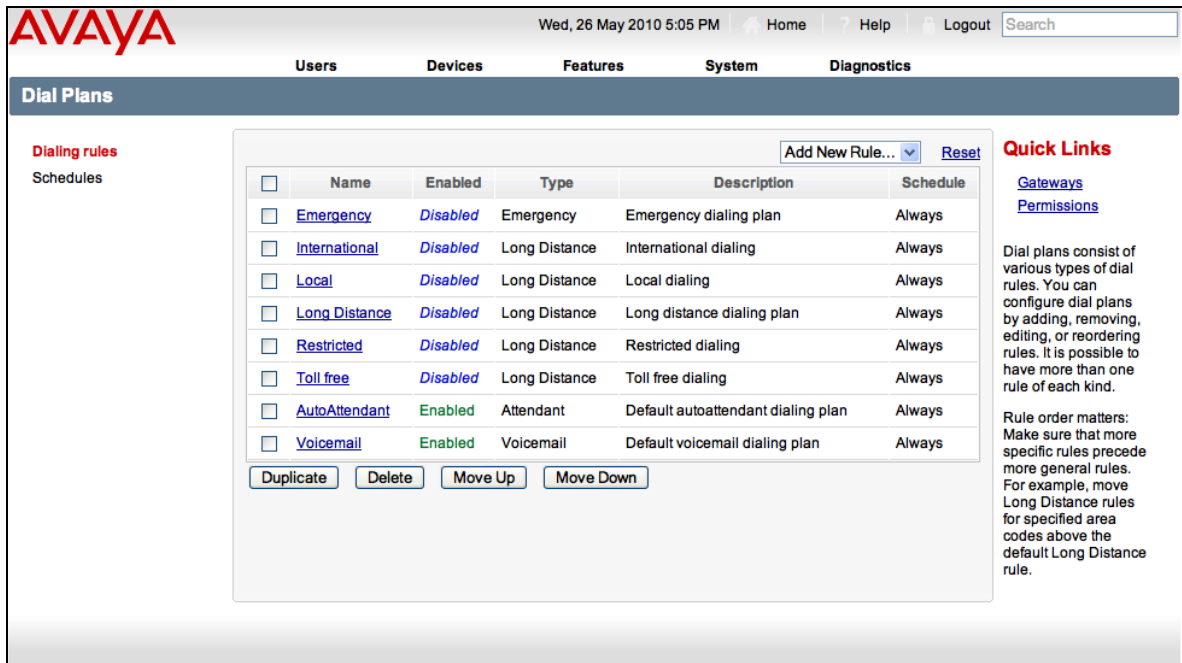
The default auto-attendant dial plan is available once the system has been initially installed. The default attendant within this plan is called **Operator** and is accessed by dialing **100**. These default settings can be changed if required. To change these settings the Auto Attendant Dial Plan needs to be selected and edited.

From the main SCS interface:

1. Click the **System** heading followed by **Dial Plans**.



2. You will then be presented with the **Dial Plans** Interface.



3. Click on the **Auto Attendant** dial plan link.

The screenshot shows the Avaya web interface for configuring Dial Plans. The 'AutoAttendant' dial plan is selected and highlighted with a red arrow. The table below shows the details of the dial plans.

Name	Enabled	Type	Description	Schedule
<a href="#">Emergency</a>	Disabled	Emergency	Emergency dialing plan	Always
<a href="#">International</a>	Disabled	Long Distance	International dialing	Always
<a href="#">Local</a>	Disabled	Long Distance	Local dialing	Always
<a href="#">Long Distance</a>	Disabled	Long Distance	Long distance dialing plan	Always
<a href="#">Restricted</a>	Disabled	Long Distance	Restricted dialing	Always
<a href="#">Toll free</a>	Disabled	Long Distance	Toll free dialing	Always
<a href="#">AutoAttendant</a>	Enabled	Attendant	Default autoattendant dialing plan	Always
<a href="#">Voicemail</a>	Enabled	Voicemail	Default voicemail dialing plan	Always

Buttons: Duplicate, Delete, Move Up, Move Down

**Quick Links**  
[Gateways](#)  
[Permissions](#)

Dial plans consist of various types of dial rules. You can configure dial plans by adding, removing, editing, or reordering rules. It is possible to have more than one rule of each kind.

Rule order matters: Make sure that more specific rules precede more general rules. For example, move Long Distance rules for specified area codes above the default Long Distance rule.

4. The Auto Attendant **Dial Rule** will be displayed.

The screenshot shows the configuration page for the Auto Attendant Dial Rule. The fields are as follows:

- Enabled:**
- Name:** AutoAttendant
- Description:** Default autoattendant dialing plan
- Extension:** 100
- Attendant aliases:** operator 0
- Default attendant:** Operator
- Working time attendant:** select...
- Holiday attendant:** select...

Buttons: OK, Apply, Cancel

Attendant will be reachable through its extension and any of the above aliases. When entering multiple aliases, separate them with spaces.

Default attendant is used if Working time or Holiday attendant are not specified or if current time is neither holiday, nor working time.

Select attendant to be used during working hours. Working hours can be specified once attendant is selected.

Select attendant to be used during holidays. If attendant is selected you can add and remove holiday dates.

5. The Dial Plan can be enabled by selecting the **Dial Plan** check box.

The screenshot shows the Avaya Auto Attendant configuration interface. At the top, there is a navigation bar with the Avaya logo, the date and time 'Wed, 26 May 2010 5:06 PM', and links for 'Home', 'Help', and 'Logout'. Below this is a menu with 'Users', 'Devices', 'Features', 'System', and 'Diagnostics'. The main content area displays the configuration for an Auto Attendant. The 'Enabled' checkbox is checked, and a red arrow points to it. Other fields include 'Name' (AutoAttendant), 'Description' (Default autoattendant dialing plan), 'Extension' (100), 'Attendant aliases' (operator 0), 'Default attendant' (Operator), 'Working time attendant' (select...), and 'Holiday attendant' (select...). At the bottom, there are 'OK', 'Apply', and 'Cancel' buttons.

6. If required, the name of the Dial Plan can be changed. A description can also be entered for the plan.

This screenshot is identical to the one above, but with red arrows pointing to the 'Name' field (AutoAttendant) and the 'Description' field (Default autoattendant dialing plan), indicating that these fields can be edited.

## Auto Attendant Extension

1. By default, the Auto Attendant Extension is 100. If required, this can be changed to an extension that is not used by any other facility on the SCS system.

The screenshot shows the Avaya configuration interface for an Auto Attendant. The 'Extension' field is highlighted with a red arrow, indicating it is set to 100. Other fields include 'Name' (AutoAttendant), 'Description' (Default autoattendant dialing plan), 'Attendant aliases' (operator 0), 'Default attendant' (Operator), 'Working time attendant' (select...), and 'Holiday attendant' (select...). The interface includes navigation tabs (Users, Devices, Features, System, Diagnostics) and a search bar at the top.

2. The Attendant can be reached by dialing its extension number 100 or by dialing a defined alias. Multiple aliases can be added as long as the entries are separated with spaces. In this example, the **Operator** can be reached by dialing 100 or by dialing any of the **Attendant Aliases** of 0 600 or 700.

The screenshot shows the Avaya configuration interface for an Auto Attendant. The 'Attendant aliases' field is highlighted with a red box, indicating it is set to 'operator 0 600 700'. Other fields include 'Name' (AutoAttendant), 'Description' (Default autoattendant dialing plan), 'Extension' (100), 'Default attendant' (Operator), 'Working time attendant' (select...), and 'Holiday attendant' (select...). The interface includes navigation tabs (Users, Devices, Features, System, Diagnostics) and a search bar at the top.

3. By default, the **'Operator'** attendant is active. An alternative **After Hours** attendant is also available.

The screenshot shows the Avaya web interface for configuring an Auto Attendant. The top navigation bar includes the Avaya logo, the date and time (Wed, 26 May 2010 5:09 PM), and links for Home, Help, Logout, and a search box. Below the navigation bar are tabs for Users, Devices, Features, System, and Diagnostics. The main content area displays the configuration form for an Auto Attendant. The form includes the following fields and options:

- Enabled:** A checked checkbox.
- Name:** A text input field containing "AutoAttendant".
- Description:** A text area containing "Default autoattendant dialing plan".
- Extension:** A text input field containing "100".
- Attendant aliases:** A text input field containing "operator 0 600 700". Below this field is a note: "Attendant will be reachable through its extension and any of the above aliases. When entering multiple aliases, separate them with spaces."
- Default attendant:** A dropdown menu with "Operator" selected. A red arrow points to this dropdown. Below it is a note: "Default attendant is used if Working time or Holiday attendant are not specified or if current time is neither holiday, nor working time."
- Working time attendant:** A dropdown menu with "select..." selected. Below it is a note: "Select attendant to be used during working hours. Working hours can be specified once attendant is selected."
- Holiday attendant:** A dropdown menu with "select..." selected. Below it is a note: "Select attendant to be used during holidays. If attendant is selected you can add and remove holiday dates."

At the bottom of the form are three buttons: "OK", "Apply", and "Cancel".



## Working Time Attendant & After Hours Attendant

1. Once the **Default Attendant** has been defined, the administrator can configure a **Working Time Attendant** if required. The working hours of the day and the times when the attendant greetings will play to callers, can be configured. The times can be entered for the required days in a 12 hour clock format. Select the required Working Time Attendant from the drop down box and enter the required time settings.

AVAYA Wed, 26 May 2010 5:10 PM Home Help Logout Search

Users Devices Features System Diagnostics

Enabled

Name AutoAttendant

Description Default autoattendant dialing plan

Extension 100

Attendant aliases operator 0 600 700

Attendant will be reachable through its extension and any of the above aliases. When entering multiple aliases, separate them with spaces.

Default attendant Operator

Default attendant is used if Working time or Holiday attendant are not specified or if current time is neither holiday, nor working time.

Working time attendant Operator

Select attendant to be used during working hours. Working hours can be specified once attendant is selected.

Monday From : 9:00 AM To : 6:00 PM

Tuesday From : 9:00 AM To : 6:00 PM

Wednesday From : 9:00 AM To : 6:00 PM

Thursday From : 9:00 AM To : 6:00 PM

Friday From : 9:00 AM To : 6:00 PM

Saturday From : 9:00 AM To : 6:00 PM

Sunday From : 9:00 AM To : 6:00 PM

Holiday attendant select...

Select attendant to be used during holidays. If attendant is selected you can add and remove holiday dates.

OK Apply Cancel

When the attendant is called outside the working hours, the **After Hours** attendant message will be played. By default the After Hours Attendant message is “*Sorry our office is closed*”.

AVAYA Wed, 26 May 2010 5:11 PM Home Help Logout Search

Users Devices Features System Diagnostics

Auto Attendants Defaults Add Attendant

Auto Attendants

Special Mode

<input type="checkbox"/>	Name	Description
<input type="checkbox"/>	After hours	
<input type="checkbox"/>	Operator	

Delete

Auto Attendants can be nested. Per auto-attendant there is one prompt that can be played followed by a dialpad entry. Nesting is possible by selecting "Auto Attendant" as an action.

2. In this example the opening hours have been defined as 9:00 am to 5:00 pm Monday to Friday and 9:00 am to 4:00 pm on Saturday. The office is closed on Sunday therefore 'Sunday' has not been selected.

The screenshot shows a dialog box for configuring an auto attendant. It has three main sections: 'Default attendant', 'Working time attendant', and 'Holiday attendant'. Each section has a dropdown menu and a descriptive text. Below the 'Working time attendant' section, there is a list of days with checkboxes and time range inputs. The 'Default attendant' is set to 'Operator'. The 'Working time attendant' is also set to 'Operator'. The 'Holiday attendant' is set to 'select...'. The working hours are: Monday-Friday 9:00 AM to 5:00 PM, Saturday 9:00 AM to 4:00 PM, and Sunday 9:00 AM to 6:00 PM. The 'Add Holiday' link is highlighted with a red arrow.

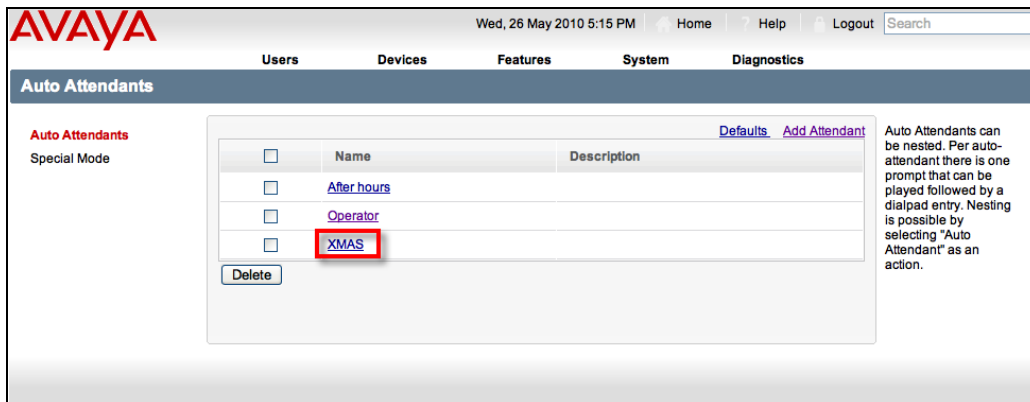
Day	From	To
<input checked="" type="checkbox"/> Monday	9:00 AM	5:00 PM
<input checked="" type="checkbox"/> Tuesday	9:00 AM	5:00 PM
<input checked="" type="checkbox"/> Wednesday	9:00 AM	5:00 PM
<input checked="" type="checkbox"/> Thursday	9:00 AM	5:00 PM
<input checked="" type="checkbox"/> Friday	9:00 AM	5:00 PM
<input checked="" type="checkbox"/> Saturday	9:00 AM	4:00 PM
<input type="checkbox"/> Sunday	9:00 AM	6:00 PM

## Holiday Attendant

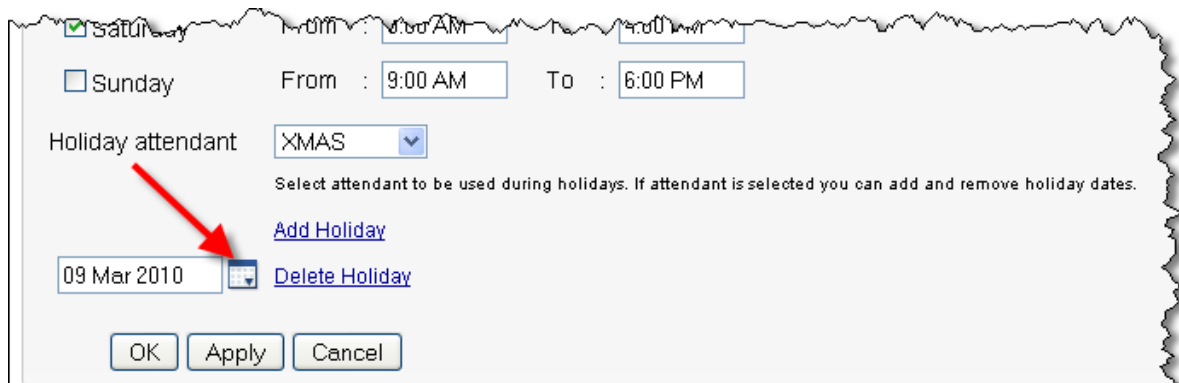
1. A Holiday Attendant can be specified that will play greetings to callers on specified days of the year, for example on Christmas day or during a factory closedown period. In this example an 'XMAS' attendant has been configured and selected. The day to which this attendant will be assigned can be selected by clicking the **Add Holiday** link.

This screenshot is a close-up of the 'Holiday attendant' section of the dialog box. It shows the 'Holiday attendant' dropdown menu set to 'XMAS', with a red arrow pointing to it. Below the dropdown is the text 'Select attendant to be used during holidays. If attendant is selected you can add and remove holiday dates.' Below this text is the 'Add Holiday' link, which is underlined and highlighted with a red arrow. At the bottom are 'OK', 'Apply', and 'Cancel' buttons.

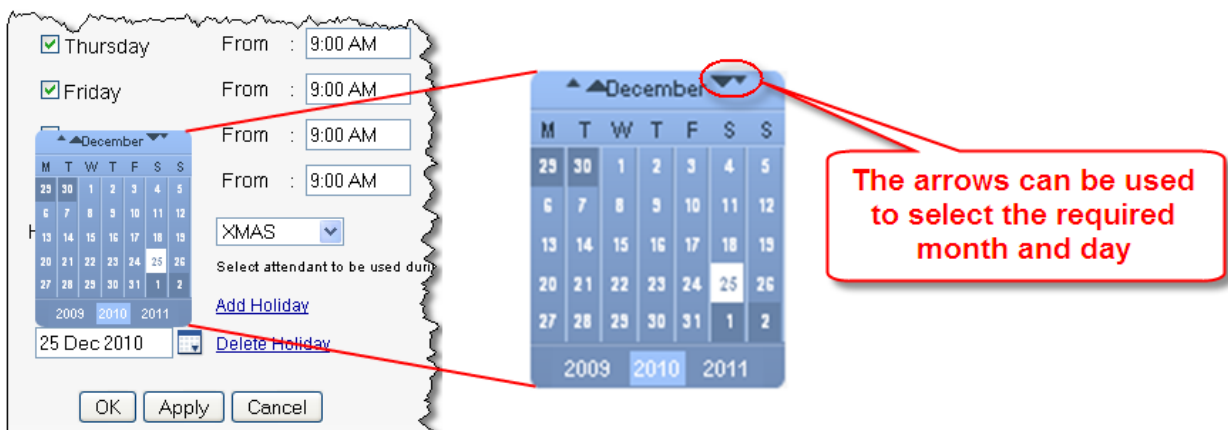
**Note:** To select a holiday attendant for example 'XMAS', the attendant must first be created. Please refer to Creating Custom Auto Attendants section of this guide.



- You will be presented with a calendar link where the date of the holiday can be defined. Click on the calendar icon.



- The date of the holiday can then be selected.



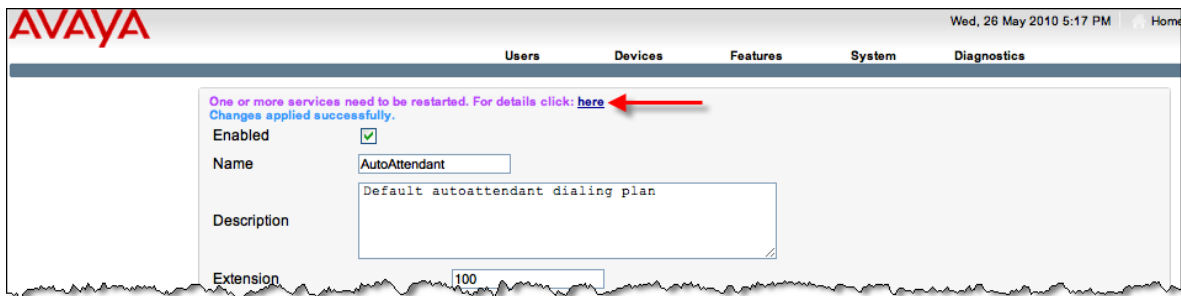
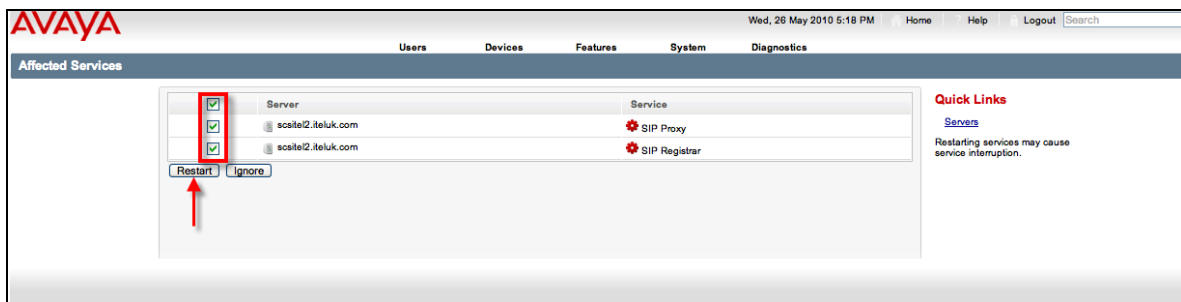
4. The configured holiday will be displayed.

A dialog box with a white background and a grey border. At the top, there are two rows of settings:   
 - Row 1:  Saturday, From : 9:00 AM, To : 4:00 PM   
 - Row 2:  Sunday, From : 9:00 AM, To : 6:00 PM   
 Below these is a red-bordered box containing:   
 - A label "Holiday attendant" followed by a dropdown menu showing "XMAS".   
 - A text instruction: "Select attendant to be used during holidays. If attendant is selected you can add and remove holiday dates."   
 - A blue link "Add Holiday".   
 - A date input field showing "25 Dec 2010" and a blue link "Delete Holiday".   
 At the bottom of the dialog are three buttons: "OK", "Apply", and "Cancel".

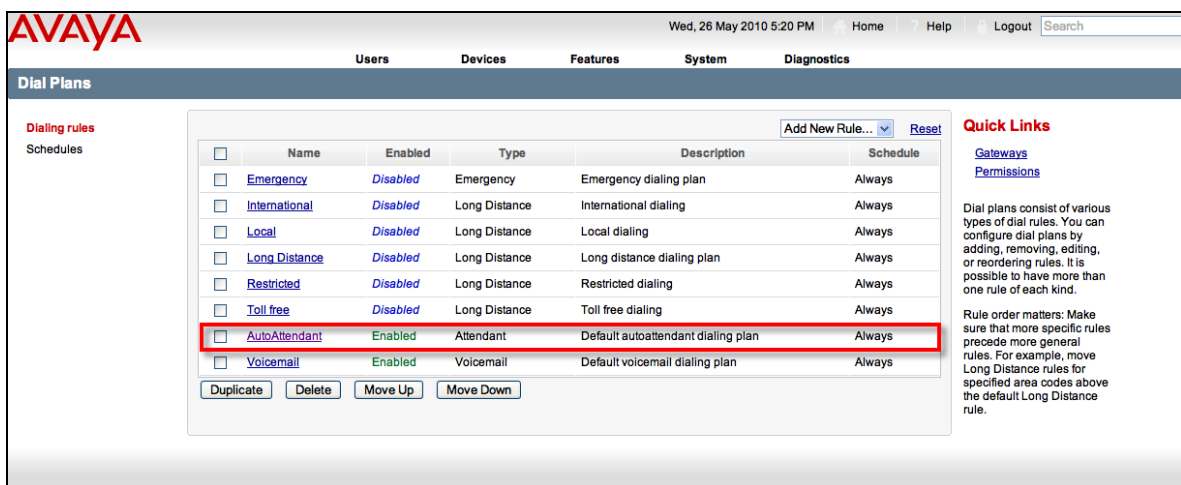
5. The completed **Auto Attendant Dial Plan** will then be displayed. Click **Apply** then **OK** to confirm the changes you have made.

The Avaya web interface for configuring an Auto Attendant. The top navigation bar includes "Users", "Devices", "Features", "System", and "Diagnostics". The main content area shows the configuration for "AutoAttendant".   
 - Status: "Enabled" with a checked checkbox.   
 - Name: "AutoAttendant"   
 - Description: "Default autoattendant dialing plan"   
 - Extension: "100"   
 - Attendant aliases: "operator 0 600 700"   
 - Default attendant: "Operator"   
 - Working time attendant: "Operator"   
 - Working hours:   
 - Monday: 9:00 AM to 5:00 PM (checked)   
 - Tuesday: 9:00 AM to 5:00 PM (checked)   
 - Wednesday: 9:00 AM to 5:00 PM (checked)   
 - Thursday: 9:00 AM to 5:00 PM (checked)   
 - Friday: 9:00 AM to 5:00 PM (checked)   
 - Saturday: 9:00 AM to 4:00 PM (checked)   
 - Sunday: 9:00 AM to 6:00 PM (unchecked)   
 - Holiday attendant: "XMAS"   
 - A red box highlights the "OK" and "Apply" buttons at the bottom.

## 6. Restart any services, as requested.

7. Select the affected services check boxes and click the **Restart** button.

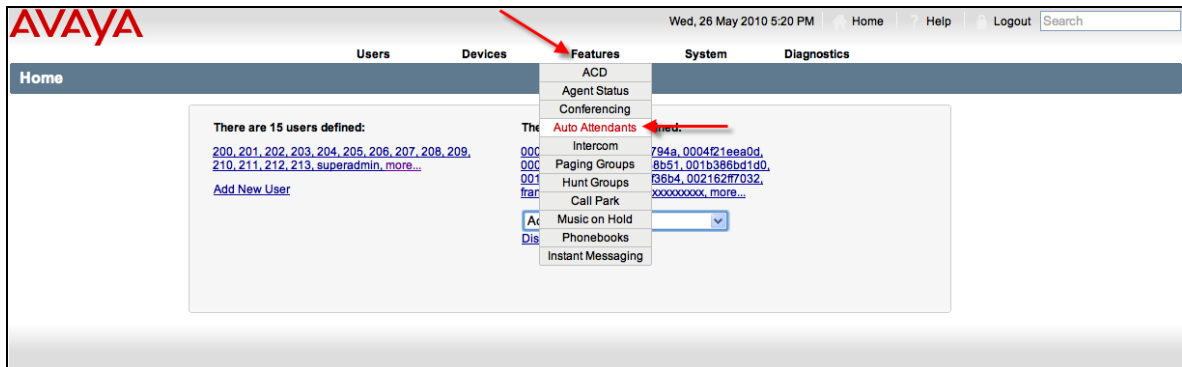
## 8. Navigate to the Dial Plans page. The complete Auto Attendant dial plan will be displayed, along side other available dial plans.



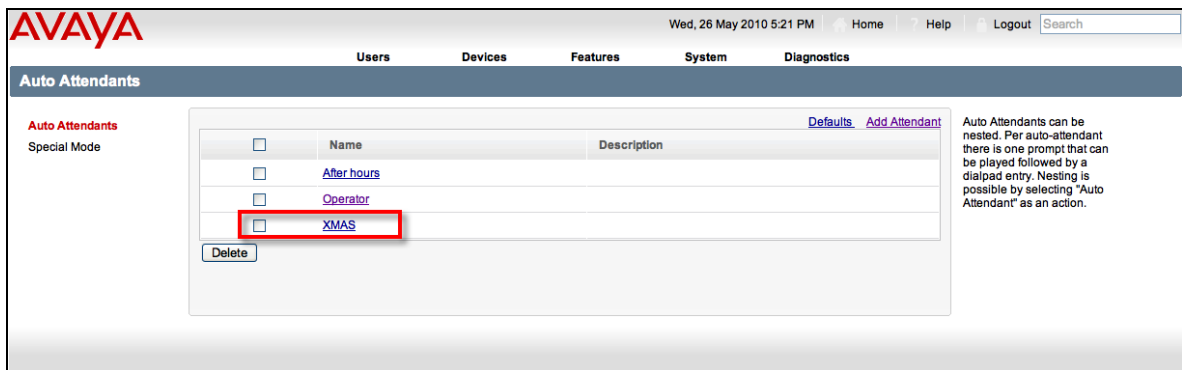
## Creating Custom Auto Attendants

Custom Auto Attendants can be configured and utilized for a variety of customer scenarios. For example, they may be added as Holiday Attendants for the main Auto Attendant Dial Plan.

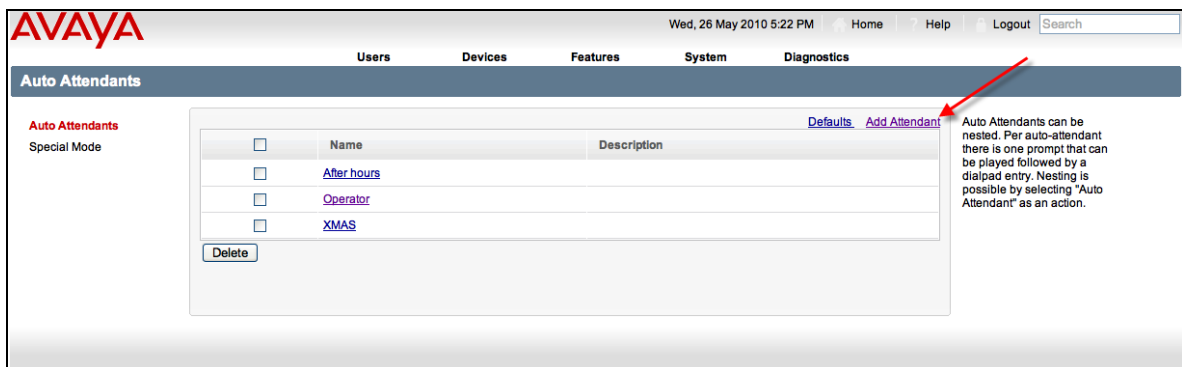
1. From the main administrative interface select **Features** followed by **Auto Attendants**.



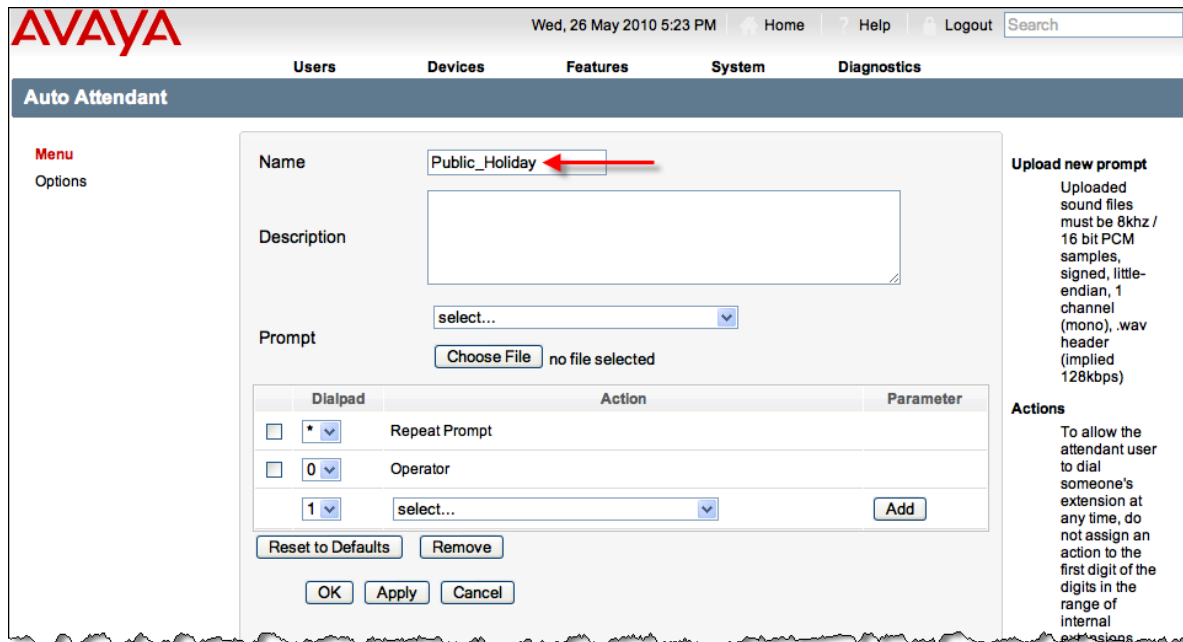
2. The Auto Attendants screen will be displayed. In this example, an attendant named Xmas has been configured previously.



3. To add an attendant, click the **Add Attendant** link.

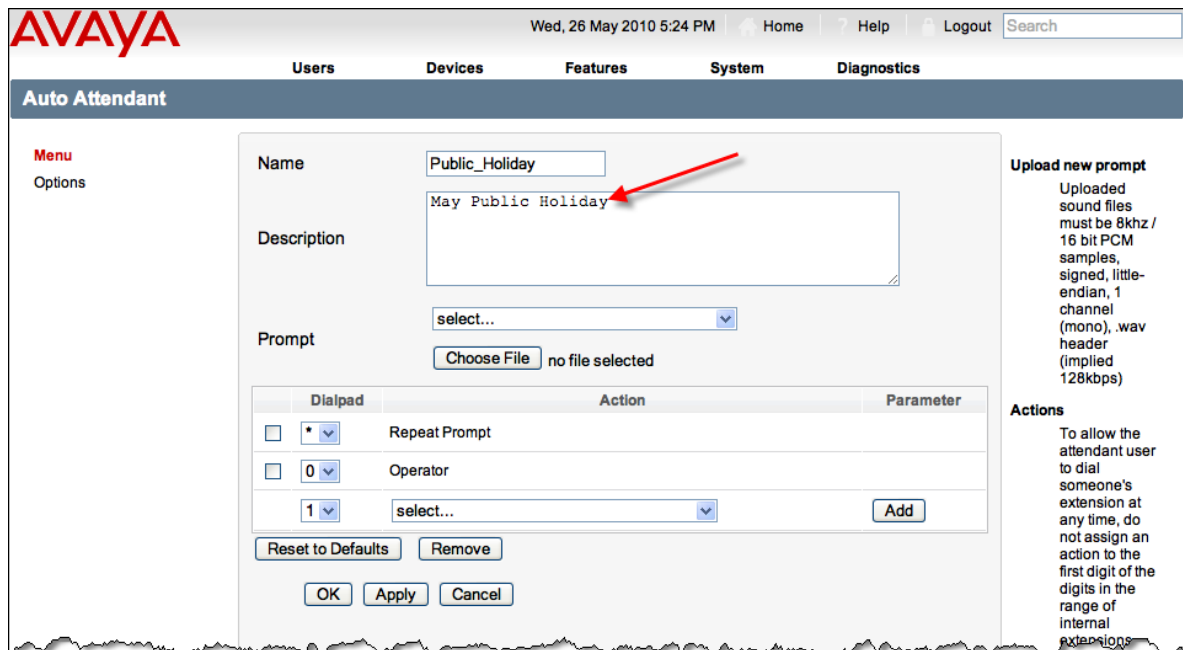


- Details for this Auto Attendant can then be added. In the **Name** field enter a name for the Auto Attendant.



The screenshot shows the Avaya Auto Attendant configuration interface. The 'Name' field is populated with 'Public\_Holiday', indicated by a red arrow. The 'Description' field is empty. The 'Prompt' dropdown is set to 'select...'. Below the prompt, there is a 'Choose File' button and the text 'no file selected'. A table for dialpad actions is visible, with columns for 'Dialpad', 'Action', and 'Parameter'. The table contains three rows: 'Repeat Prompt' with a dialpad value of '\*' and an empty parameter; 'Operator' with a dialpad value of '0' and an empty parameter; and a third row with a dialpad value of '1' and a 'select...' dropdown. There are 'Reset to Defaults' and 'Remove' buttons below the table. At the bottom are 'OK', 'Apply', and 'Cancel' buttons. On the right side, there is a section for 'Upload new prompt' with technical specifications and an 'Actions' section with a note about dialing extensions.

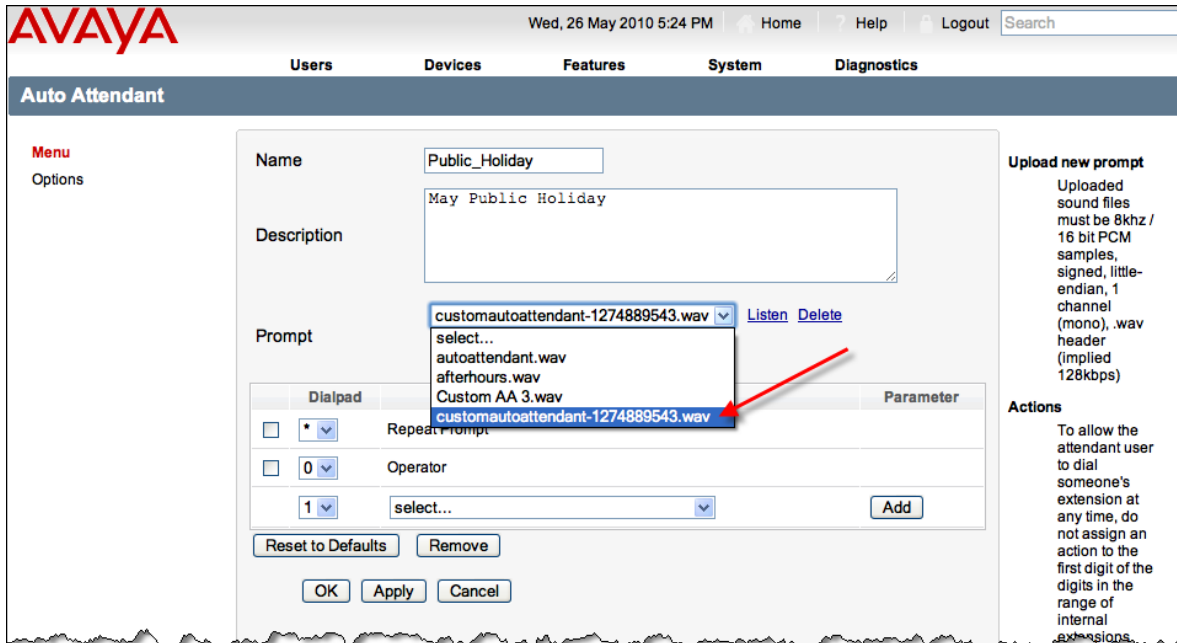
- In the **Description** field enter a description for the Auto Attendant.



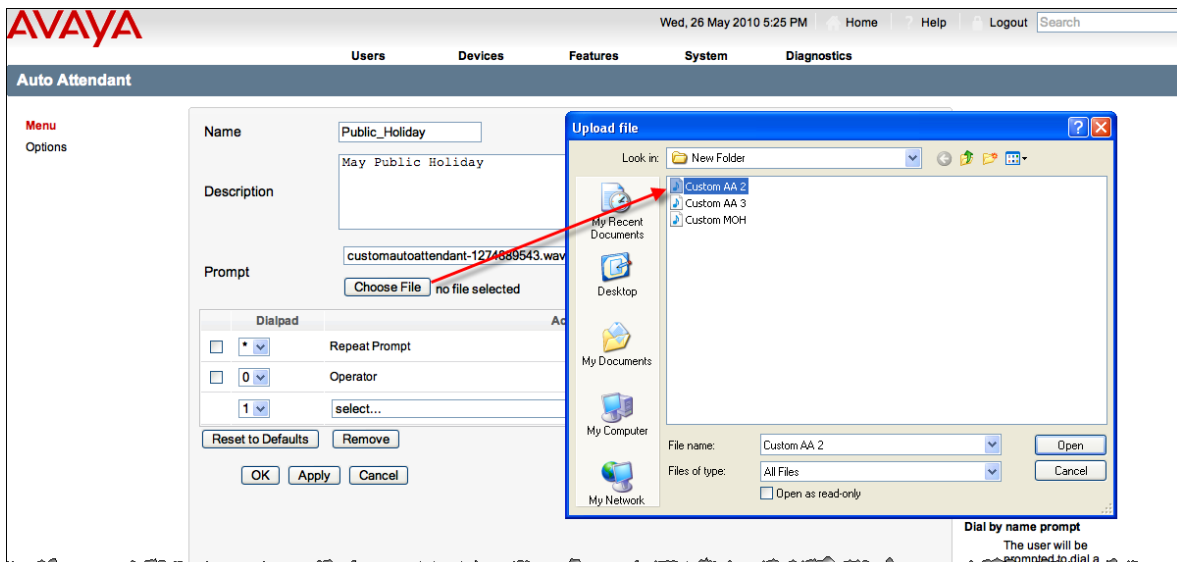
The screenshot shows the Avaya Auto Attendant configuration interface. The 'Name' field is populated with 'Public\_Holiday'. The 'Description' field is now populated with 'May Public Holiday', indicated by a red arrow. The 'Prompt' dropdown is set to 'select...'. Below the prompt, there is a 'Choose File' button and the text 'no file selected'. A table for dialpad actions is visible, with columns for 'Dialpad', 'Action', and 'Parameter'. The table contains three rows: 'Repeat Prompt' with a dialpad value of '\*' and an empty parameter; 'Operator' with a dialpad value of '0' and an empty parameter; and a third row with a dialpad value of '1' and a 'select...' dropdown. There are 'Reset to Defaults' and 'Remove' buttons below the table. At the bottom are 'OK', 'Apply', and 'Cancel' buttons. On the right side, there is a section for 'Upload new prompt' with technical specifications and an 'Actions' section with a note about dialing extensions.

- If a custom auto attendant greeting has been recorded, it can be selected from the drop down list.

**Note:** Please refer to the **Recording a Custom Auto Attendant Greeting** section of this guide for details of how to record a custom greeting.

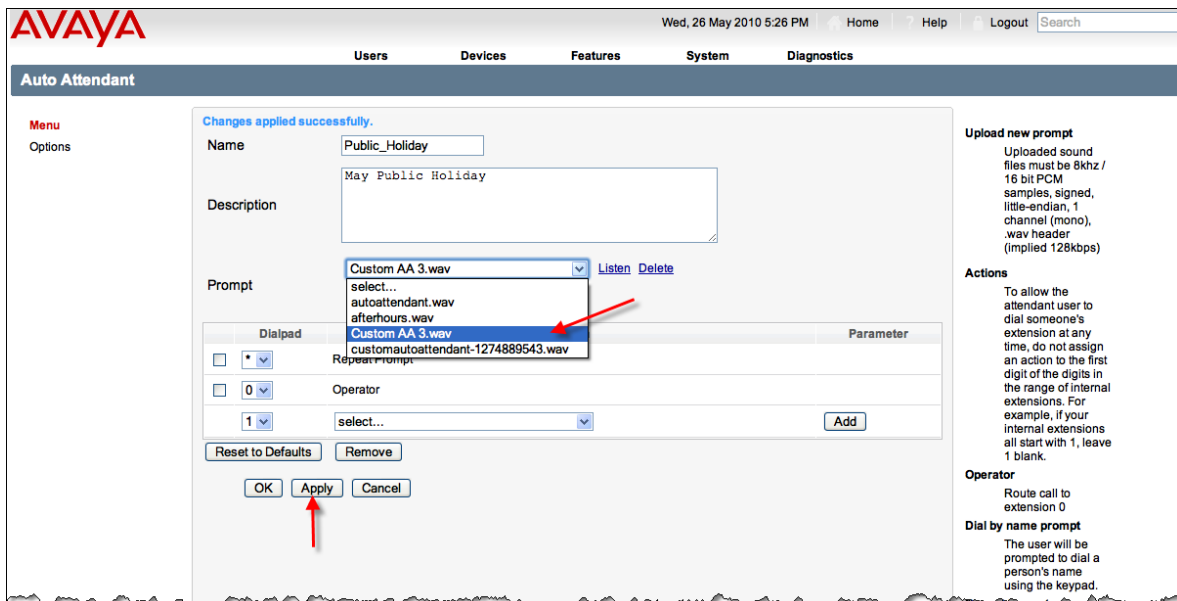


- If a greeting has been recorded from another source in a .wav format, this can be uploaded by selecting the **Choose file / Browse** button and locating the wav file to be used.



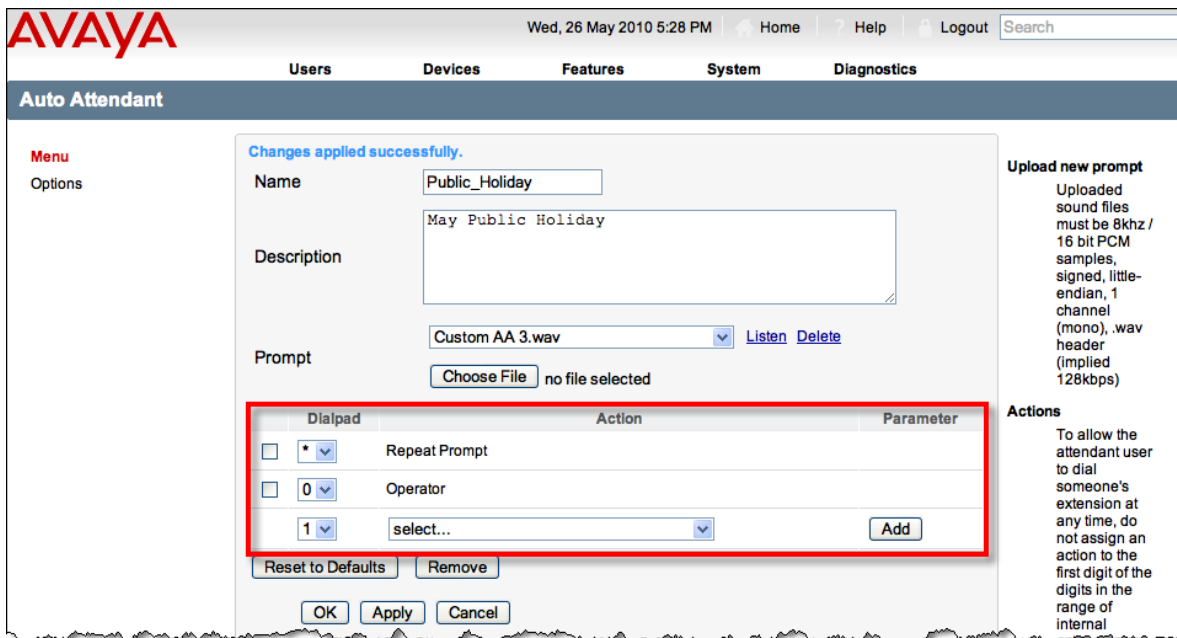


8. Click the **Apply** button and the greeting will become available for selection.

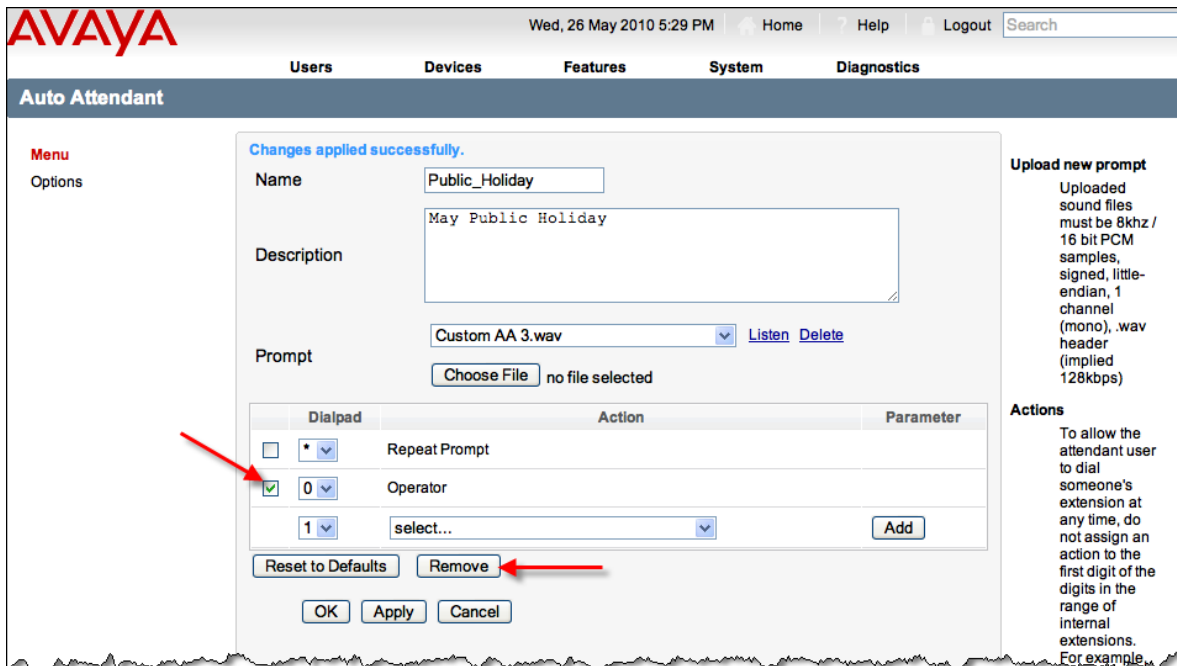


9. The **Dialpad** options a caller can select can be configured. By default the following **Dial pad** selections will be displayed.

- a. \* Repeat Prompt
- b. 0 Operator
- c. 1 Custom option



10. If any of these options are not required they can be removed by selecting their associated check box and clicking the **Remove** button.



**Note:** To allow a callers to dial someone's extension from the Auto Attendant menu, do not assign an action to the first digit of the range of SCS internal extensions. For example, if the internal extensions start with 1, do not assign dial pad digit 1.

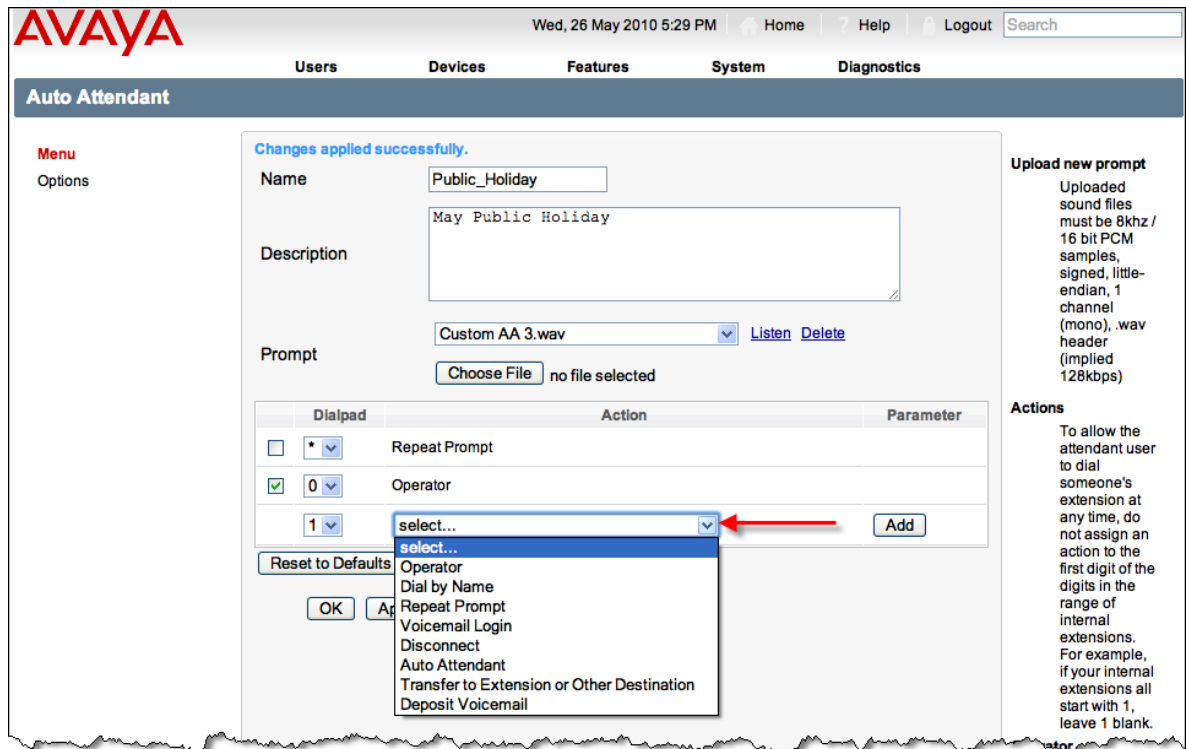
11. The \* dial pad option will repeat the prompts if it is selected by the caller.

12. The **Operator** dial pad option 0 will route calls to extension 0 when selected.

13. Other dial pad options can be added that correspond to the custom auto attendant greetings that have been recorded and selected.

**Note:** If additional dial pad options are to be used, you must record a custom greeting to inform the callers of the options available.

14. By default, a custom option 1 is available. The **Action** for this dial pad option can be selected.



The other **Actions** available are:

15. **Operator** – Where the caller will be sent to extension 0.
16. **Dial by name**– Where the caller will be prompted to dial a person's name using the keypad.


**Note:** If the **Dial by Name** facility is to be used, the user or groups to which the users belong will require attendant directory permissions. This will allow the names to be available to the dial by name directory. Please refer to the **SCS 4.0 Configuring User Profiles** guide.

17. **Repeat Prompt**- The caller will hear the initial greeting again.
18. **Voicemail login** – The caller will be directed to the voicemail system and prompted to log in.
19. **Disconnect** –The caller will be played a good-bye message and the call will then end.
20. **Auto Attendant** –The call will be presented with another auto attendant menu.
21. **Transfer to Extension or Other Extension** - Route the call directly to another extension listed in the parameter field.

22. **Deposit Voicemail** - Transfer the call directly to a voicemail box listed in the parameter field.


23. **Auto Attendant** –The call will be presented with another auto attendant menu. If the **Auto Attendant** has been selected click the **Add** button.

Dialpad	Action	Parameter
<input type="checkbox"/> * <small>▼</small>	Repeat Prompt	
<input checked="" type="checkbox"/> 0 <small>▼</small>	Operator	
<input type="checkbox"/> 1 <small>▼</small>	Auto Attendant <small>▼</small>	



You can then select with attendant to be assigned to the dial pad number.

Dialpad	Action	Parameter
<input type="checkbox"/> * <small>▼</small>	Repeat Prompt	
<input type="checkbox"/> 0 <small>▼</small>	Operator	
<input type="checkbox"/> 1 <small>▼</small>	Auto Attendant	

 select... ▼

- select...
- select...
- After hours
- Operator
- XMAS
- Public\_Holiday

In this example the Operator Auto Attendant has been selected against dial pad digit 1.

Dialpad	Action	Parameter
<input type="checkbox"/> * <small>▼</small>	Repeat Prompt	
<input type="checkbox"/> 0 <small>▼</small>	Operator	
<input type="checkbox"/> 1 <small>▼</small>	Auto Attendant	Operator <small>▼</small>
<input type="checkbox"/> 2 <small>▼</small>	<small>select...</small> <small>▼</small>	<input type="button" value="Add"/>

24. **Transfer to Extension or Other Destination** –The call will route directly to another extension listed in the parameter field. If **Transfer to Extension or Other Destination** has been selected, click the **Add** button.

Dialpad	Action	Parameter
<input type="checkbox"/> * ▾	Repeat Prompt	
<input type="checkbox"/> 0 ▾	Operator	
<input type="checkbox"/> 1 ▾	Auto Attendant	Operator ▾
<input type="checkbox"/> 2 ▾	Transfer to Extension or Other Destination ▾	<input type="text"/>
		<input type="button" value="Add"/>

You can then select with Extension to be assigned to the dial pad number. In this example extension 205 has been assigned against dial pad number 2.

Dialpad	Action	Parameter
<input type="checkbox"/> * ▾	Repeat Prompt	
<input type="checkbox"/> 0 ▾	Operator	
<input type="checkbox"/> 1 ▾	Auto Attendant	Operator ▾
<input type="checkbox"/> 2 ▾	Transfer to Extension or Other Destination	205
<input type="checkbox"/> 3 ▾	select... ▾	<input type="button" value="Add"/>

25. **Deposit Voicemail** – The caller will be transferred directly to a voicemail box listed in the parameter field. If **Deposit Voicemail** is selected, click the **Add** button.

Dialpad	Action	Parameter
<input type="checkbox"/> * ▾	Repeat Prompt	
<input type="checkbox"/> 0 ▾	Operator	
<input type="checkbox"/> 1 ▾	Auto Attendant	Operator ▾
<input type="checkbox"/> 2 ▾	Transfer to Extension or Other Destination	205
<input type="checkbox"/> 3 ▾	Deposit Voicemail ▾	<input type="button" value="Add"/>

You can then select the Voicemail user to be assigned to the dial pad number. In this example user (extension) 210 has been assigned against dial pad number 3.

Dialpad	Action	Parameter
<input type="checkbox"/> *	Repeat Prompt	
<input type="checkbox"/> 0	Operator	
<input type="checkbox"/> 1	Auto Attendant	Operator
<input type="checkbox"/> 2	Transfer to Extension or Other Destination	205
<input type="checkbox"/> 3	Deposit Voicemail	210
<input type="checkbox"/> 4	select...	Add

Reset to Defaults Remove

OK Apply Cancel

26. The completed auto attendant will be displayed. Click the **OK** button followed by **Apply** to confirm the changes that have been made.

**AVAYA** Wed, 26 May 2010 5:32 PM Home Help Logout Search

Users Devices Features System Diagnostics

**Auto Attendant**

**Menu**  
Options

Name:

Description:

Prompt:  [Listen](#) [Delete](#)  
 no file selected

Dialpad	Action	Parameter
<input type="checkbox"/> *	Repeat Prompt	
<input checked="" type="checkbox"/> 0	Operator	
<input type="checkbox"/> 1	Auto Attendant	Operator
<input type="checkbox"/> 2	Transfer to Extension or Other Destination	205
<input type="checkbox"/> 3	Deposit Voicemail	210
<input type="checkbox"/> 4	select...	Add

Reset to Defaults Remove

**OK Apply Cancel**

**Upload new prompt**  
 Uploaded sound files must be 8khz / 16 bit PCM samples, signed, little-endian, 1 channel (mono), .wav header (implied 128kbps)

**Actions**  
 To allow the attendant user to dial someone's extension at any time, do not assign an action to the first digit of the digits in the range of internal extensions. For example, if your internal extensions all start with 1, leave 1 blank.

27. The configured Auto Attendant will be displayed.

The screenshot shows the Avaya web interface for configuring Auto Attendants. The top navigation bar includes 'Users', 'Devices', 'Features', 'System', and 'Diagnostics'. The 'Auto Attendants' section is active, displaying a table of configured attendants. The 'Public Holiday' entry is highlighted with a red box. A 'Delete' button is visible below the table. On the right, a text box explains that auto attendants can be nested and that a 'Public Holiday' action can be selected.

<input type="checkbox"/>	Name	Description
<input type="checkbox"/>	<a href="#">After hours</a>	
<input type="checkbox"/>	<a href="#">Operator</a>	
<input type="checkbox"/>	<a href="#">XMAS</a>	
<input type="checkbox"/>	<a href="#">Public Holiday</a>	May Public Holiday

28. The Auto Attendant can now be assigned to the required **Dial Plan**. From the **System** heading select **Dial Plans**.

The screenshot shows the Avaya web interface with the 'System' menu open. A red arrow points to the 'Dial Plans' option in the dropdown menu. The 'Auto Attendants' table from the previous screenshot is still visible in the background.

29. Then select the **Auto Attendant Dial Plan**

The screenshot shows the Avaya web interface for configuring Dial Plans. The 'Dial Plans' section is active, displaying a table of dialing rules. The 'AutoAttendant' rule is selected with a red arrow. A 'Quick Links' section on the right provides additional information about dial plans.

<input type="checkbox"/>	Name	Enabled	Type	Description	Schedule
<input type="checkbox"/>	<a href="#">Emergency</a>	Disabled	Emergency	Emergency dialing plan	Always
<input type="checkbox"/>	<a href="#">International</a>	Disabled	Long Distance	International dialing	Always
<input type="checkbox"/>	<a href="#">Local</a>	Disabled	Long Distance	Local dialing	Always
<input type="checkbox"/>	<a href="#">Long Distance</a>	Disabled	Long Distance	Long distance dialing plan	Always
<input type="checkbox"/>	<a href="#">Restricted</a>	Disabled	Long Distance	Restricted dialing	Always
<input checked="" type="checkbox"/>	<a href="#">Toll free</a>	Disabled	Long Distance	Toll free dialing	Always
<input type="checkbox"/>	<a href="#">AutoAttendant</a>	Enabled	Attendant	Default autoattendant dialing plan	Always
<input type="checkbox"/>	<a href="#">Voicemail</a>	Enabled	Voicemail	Default voicemail dialing plan	Always

30. The Dial Plan will be displayed. Select the **Holiday Attendant** to be implemented.

Select attendant to be used during working hours. Working hours can be specified once attendant is selected.

<input checked="" type="checkbox"/> Monday	From : 9:00 AM	To : 5:00 PM
<input checked="" type="checkbox"/> Tuesday	From : 9:00 AM	To : 5:00 PM
<input checked="" type="checkbox"/> Wednesday	From : 9:00 AM	To : 5:00 PM
<input checked="" type="checkbox"/> Thursday	From : 9:00 AM	To : 5:00 PM
<input checked="" type="checkbox"/> Friday	From : 9:00 AM	To : 5:00 PM
<input checked="" type="checkbox"/> Saturday	From : 9:00 AM	To : 4:00 PM
<input type="checkbox"/> Sunday	From : 9:00 AM	To : 6:00 PM

Holiday attendant: XMAS (dropdown menu)  
select..  
After hours  
Operator  
XMAS  
Public\_Holiday (highlighted with red arrow)

25 Dec 2010 (calendar icon)

OK Apply Cancel

31. Click the **Add Holiday** link to assign a date for this Holiday.

Default attendant is used if Working time or Holiday attendant are not specified or if current time is neither holiday, nor working time.

Working time attendant: Operator (dropdown)

Select attendant to be used during working hours. Working hours can be specified once attendant is selected.

<input checked="" type="checkbox"/> Monday	From : 9:00 AM	To : 5:00 PM
<input checked="" type="checkbox"/> Tuesday	From : 9:00 AM	To : 5:00 PM
<input checked="" type="checkbox"/> Wednesday	From : 9:00 AM	To : 5:00 PM
<input checked="" type="checkbox"/> Thursday	From : 9:00 AM	To : 5:00 PM
<input checked="" type="checkbox"/> Friday	From : 9:00 AM	To : 5:00 PM
<input checked="" type="checkbox"/> Saturday	From : 9:00 AM	To : 4:00 PM
<input type="checkbox"/> Sunday	From : 9:00 AM	To : 6:00 PM

Holiday attendant: Public\_Holiday (dropdown)

Select attendant to be used during holidays. If attendant is selected you can add and remove holiday dates.

[Add Holiday](#) (highlighted with red arrow)


25 Dec 2010 (calendar icon) [Delete Holiday](#)

OK Apply Cancel



### 32. Click the **Calendar** icon.

time.

Working time attendant  

Select attendant to be used during working hours. Working hours can be specified once attendant is selected.

Monday From :  To :

Tuesday From :  To :


Wednesday From :  To :

Thursday From :  To :

Friday From :  To :


Saturday From :  To :

Sunday From :  To :

Holiday attendant  


Select attendant to be used during holidays. If attendant is selected you can add and remove holiday dates.

[Add Holiday](#)

 [Delete Holiday](#)

### 33. Select the date to be allocated to the holiday attendant.

time.

Working time attendant  

Select attendant to be used during working hours. Working hours can be specified once attendant is selected.

Monday From :  To :

Tuesday From :  To :


Wednesday From :  To :


Thursday From :  To :

Friday From :  To :

Saturday From :  To :


Sunday From :  To :




Holiday attendant  

Select attendant to be used during holidays. If attendant is selected you can add and remove holiday dates.

[Add Holiday](#)

 [Delete Holiday](#)

 [Delete Holiday](#)

34. The selected date will be displayed.

Working time attendant: Operator

Select attendant to be used during working hours. Working hours can be specified once attendant is selected.

- Monday From : 9:00 AM To : 5:00 PM
- Tuesday From : 9:00 AM To : 5:00 PM
- Wednesday From : 9:00 AM To : 5:00 PM
- Thursday From : 9:00 AM To : 5:00 PM
- Friday From : 9:00 AM To : 5:00 PM
- Saturday From : 9:00 AM To : 4:00 PM
- Sunday From : 9:00 AM To : 6:00 PM

Holiday attendant: Public\_Holiday

Select attendant to be used during holidays. If attendant is selected you can add and remove holiday dates.

[Add Holiday](#)

[Delete Holiday](#)

[Delete Holiday](#)

35. Click the **Apply** button followed by the **OK** button. Restart the affected services as requested.

AVAYA Wed, 26 May 2010 5:36 PM Home Help Logout Search

Users Devices Features System Diagnostics

**Dial Plans**

Dialing rules

Schedules

One or more services need to be restarted. For details click: [here](#)

<input type="checkbox"/>	Name	Enabled	Type	Description	Schedule
<input type="checkbox"/>	<a href="#">Emergency</a>	Disabled	Emergency	Emergency dialing plan	Always
<input type="checkbox"/>	<a href="#">International</a>	Disabled	Long Distance	International dialing	Always
<input type="checkbox"/>	<a href="#">Local</a>	Disabled	Long Distance	Local dialing	Always
<input type="checkbox"/>	<a href="#">Long Distance</a>	Disabled	Long Distance	Long distance dialing plan	Always
<input type="checkbox"/>	<a href="#">Restricted</a>	Disabled	Long Distance	Restricted dialing	Always
<input type="checkbox"/>	<a href="#">Toll free</a>	Disabled	Long Distance	Toll free dialing	Always
<input type="checkbox"/>	<a href="#">AutoAttendant</a>	Enabled	Attendant	Default autoattendant dialing plan	Always
<input type="checkbox"/>	<a href="#">Voicemail</a>	Enabled	Voicemail	Default voicemail dialing plan	Always

**Quick Links**

- [Gateways](#)
- [Permissions](#)

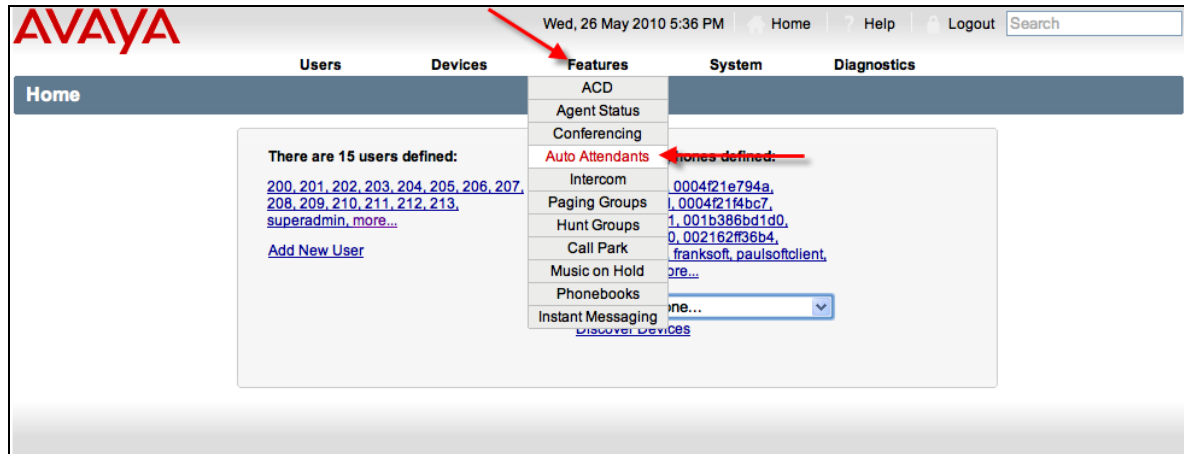
Dial plans consist of various types of dial rules. You can configure dial plans by adding, removing, editing, or reordering rules. It is possible to have more than one rule of each kind.

Rule order matters: Make sure that more specific rules precede more general rules. For example, move Long Distance rules for specified area codes above the default Long Distance rule.

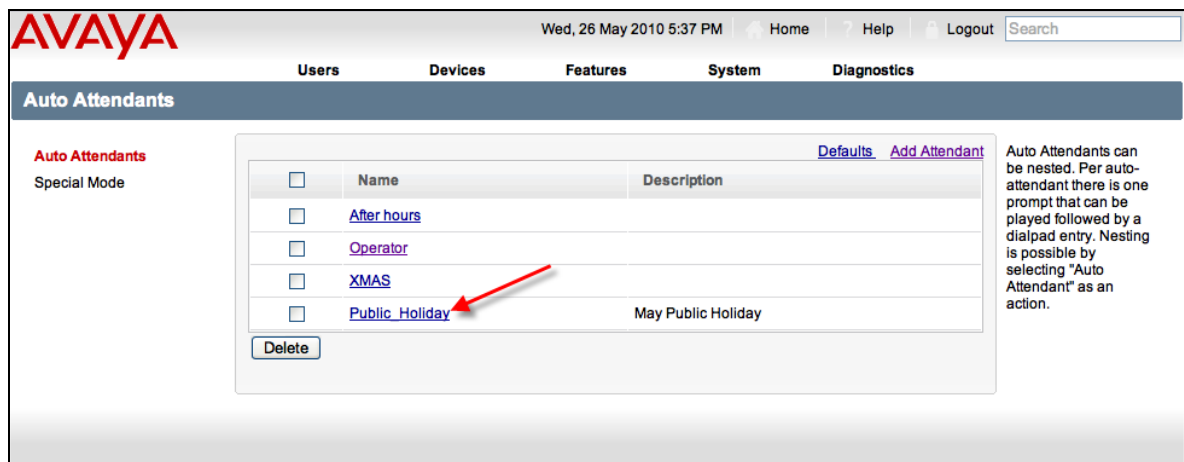
## Further Auto Attendant Options

Further Auto Attendant options are available by selecting the **Options** link from the Auto Attendant settings screen.

1. From the SCS main interface select the **Features** heading followed by **Auto Attendant** link.



2. Select the **Auto Attendant** to be configured. In this example an attendant named 'Public Holiday' has been selected.



3. The Attendant settings screen will be displayed. Click the **Options** link.

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Users Devices Features System Diagnostics

**Auto Attendant**

Menu  
Options

Name: Public\_Holiday

Description: May Public Holiday

Prompt: Custom AA 3.wav Listen Delete  
Choose File no file selected

Dialpad	Action	Parameter
<input type="checkbox"/> *	Repeat Prompt	
<input type="checkbox"/> 0	Operator	
<input type="checkbox"/> 1	Auto Attendant	Operator
<input type="checkbox"/> 2	Transfer to Extension or Other Destination	205
<input type="checkbox"/> 3	Deposit Voicemail	210
<input type="checkbox"/> 4	select...	Add

Reset to Defaults Remove OK Apply Cancel

**Upload new prompt**  
Uploaded sound files must be 8khz / 16 bit PCM samples, signed, little-endian, 1 channel (mono), .wav header (implied 128kbps)

**Actions**  
To allow the attendant user to dial someone's extension at any time, do not assign an action to the first digit of the digits in the range of internal extensions. For example, if your internal extensions all start with 1, leave 1 blank.

4. The **Auto Attendant Options** screen will be displayed.

**AVAYA** Wed, 26 May 2010 5:38 PM Home Help

Users Devices Features System Diagnostics

**Auto Attendant**

Menu  
Options

**DTMF Handling**

Inter-DTMF Timeout: 3 (Default: 3)  
Time to wait between each dialpad key before interpreting user's request. Cannot be greater than Overall DTMF Timeout

Overall DTMF Timeout: 7 (Default: 7)  
Total time to wait before interpreting user's request.

Maximum Number of DTMF tones: 10 (Default: 10)  
Maximum number of dialpad keys to accept before interpreting user's request.

**Invalid Response**

Configure auto attendant behavior when user enters invalid response or no response is received.

Replay Count: 2 (Default: 2)  
Number of times auto attendant would repeat the prompt after the initial announcement due to no input received from user before giving up and transferring the call or disconnecting.

Invalid Response Count: 2 (Default: 2)  
Number of times user can input an invalid response before transferring the call or disconnecting

Transfer on Failures:  (Default: unchecked)  
If enabled, auto attendant will transfer the call to a designated extension if no valid response is received. If disabled, the call will be disconnected.

Transfer Extension:   
Extension to be used when transfer on failure is enabled.

Prompt to play when transferring call after failure: select...  
Choose File no file selected

OK Apply Cancel

- From this interface you can view and if required change, further options for the selected Auto Attendant.

## DTMF Handling Settings

These settings determine how the system handles dial pad DTMF selections made by a caller.

**Inter DTMF Timeout:** This is the pause between each dial pad key before interpreting the user's request. It cannot be greater than the Overall DTMF Timeout setting.

**Auto Attendant**

**DTMF Handling**

Inter-DTMF Timeout  (Default: 3)  
Time to wait between each dialpad key before interpreting user's request. Cannot be greater than Overall DTMF Timeout

Overall DTMF Timeout  (Default: 7)  
Total time to wait before interpreting user's request.

Maximum Number of  (Default: 10)  
Maximum number of dialpad keys to accept before interpreting user's request.

**Overall DTMF Timeout:** This is the total time the system will wait before interpreting the caller's request.

**Auto Attendant**

**DTMF Handling**

Inter-DTMF Timeout  (Default: 3)  
Time to wait between each dialpad key before interpreting user's request. Cannot be greater than Overall DTMF Timeout

Overall DTMF Timeout  (Default: 7)  
Total time to wait before interpreting user's request.

Maximum Number of DTMF tones  (Default: 10)  
Maximum number of dialpad keys to accept before interpreting user's request.

**Maximum Number of DTMF tones:** This is the maximum number of dial pad keys the system will accept before interpreting the caller's request.

### Auto Attendant

#### DTMF Handling

Inter-DTMF Timeout  (Default: 3)  
Time to wait between each dialpad key before interpreting user's request. Cannot be greater than Overall DTMF Timeout

Overall DTMF Timeout  (Default: 7)  
Total time to wait before interpreting user's request.

Maximum Number of DTMF tones  (Default: 10) ←  
Maximum number of dialpad keys to accept before interpreting user's request.

#### Invalid Response

### Invalid Response Settings

These settings determine how the auto attendant handles calls when the caller enters an invalid key in response to an auto attendant prompt, or if the caller does not respond to a prompt at all.

**Replay Count:** This is the number of times the auto attendant will repeat the prompt after the initial greeting, if the caller has not entered a dial pad selection. After this count the system will transfer or disconnect the call.

Maximum number of dialpad keys to accept before interpreting user's request.

#### Invalid Response

Configure auto attendant behavior when user enters invalid response or no response is received.

Replay Count  (Default: 2) ←  
Number of times auto attendant would repeat the prompt after the initial announcement due to no input received from user before giving up and transferring the call or disconnecting.

Invalid Response Count  (Default: 2)  
Number of times user can input an invalid response before transferring the call or disconnecting

Transfer on Failures  (Default: unchecked)  
If enabled, auto attendant will transfer the call to a designated extension if no valid response is received. If disabled, the call will be disconnected.

Transfer Extension   
Extension to be used when transfer on failure is enabled.

Prompt to play when transferring call after failure select.. Browse...


**Invalid Response Count:** This is the number of times a caller can input an invalid response before the call is transferred or disconnected.

Maximum number of attempts to accept before requiring user's input.

### Invalid Response


Configure auto attendant behavior when user enters invalid response or no response is received.

Replay Count  (Default: 2)  
 Number of times auto attendant would repeat the prompt after the initial announcement due to no input received from user before giving up and transferring the call or disconnecting.

Invalid Response Count   (Default: 2)  
 Number of times user can input an invalid response before transferring the call or disconnecting

Transfer on Failures  (Default: unchecked)  
 If enabled, auto attendant will transfer the call to a designated extension if no valid response is received. If disabled, the call will be disconnected.

Transfer Extension   
 Extension to be used when transfer on failure is enabled.

Prompt to play when transferring call after failure  


**Transfer on Failures:** If the check box is enabled, the auto attendant will transfer the call to a designated extension if no valid response is received. If disabled, the call will be disconnected.

### Invalid Response


Configure auto attendant behavior when user enters invalid response or no response is received.

Replay Count  (Default: 2)  
 Number of times auto attendant would repeat the prompt after the initial announcement due to no input received from user before giving up and transferring the call or disconnecting.

Invalid Response Count  (Default: 2)  
 Number of times user can input an invalid response before transferring the call or disconnecting

Transfer on Failures   (Default: unchecked)  
 If enabled, auto attendant will transfer the call to a designated extension if no valid response is received. If disabled, the call will be disconnected.

Transfer Extension   
 Extension to be used when transfer on failure is enabled.

Prompt to play when transferring call after failure  

**Transfer Extension:** This is the destination extension to be used when the transfer on failure check box is enabled.

**Invalid Response**

Configure auto attendant behavior when user enters invalid response or no response is received.

Replay Count:  (Default: 2)  
Number of times auto attendant would repeat the prompt after the initial announcement due to no input received from user before giving up and transferring the call or disconnecting.

Invalid Response Count:  (Default: 2)  
Number of times user can input an invalid response before transferring the call or disconnecting

Transfer on Failures:  (Default: unchecked)  
If enabled, auto attendant will transfer the call to a designated extension if no valid response is received. If disabled, the call will be disconnected.

Transfer Extension:  (Red arrow points to this field)  
Extension to be used when transfer on failure is enabled.

Prompt to play when transferring call after failure:

**Prompt to play when transferring call after failure:** A prompt can be recorded in a .wav format from an SCS Phone and selected from the drop down list.

**Invalid Response**

Configure auto attendant behavior when user enters invalid response or no response is received.

Replay Count:  (Default: 2)  
Number of times auto attendant would repeat the prompt after the initial announcement due to no input received from user before giving up and transferring the call or disconnecting.

Invalid Response Count:  (Default: 2)  
Number of times user can input an invalid response before transferring the call or disconnecting

Transfer on Failures:  (Default: unchecked)  
If enabled, auto attendant will transfer the call to a designated extension if no valid response is received. If disabled, the call will be disconnected.

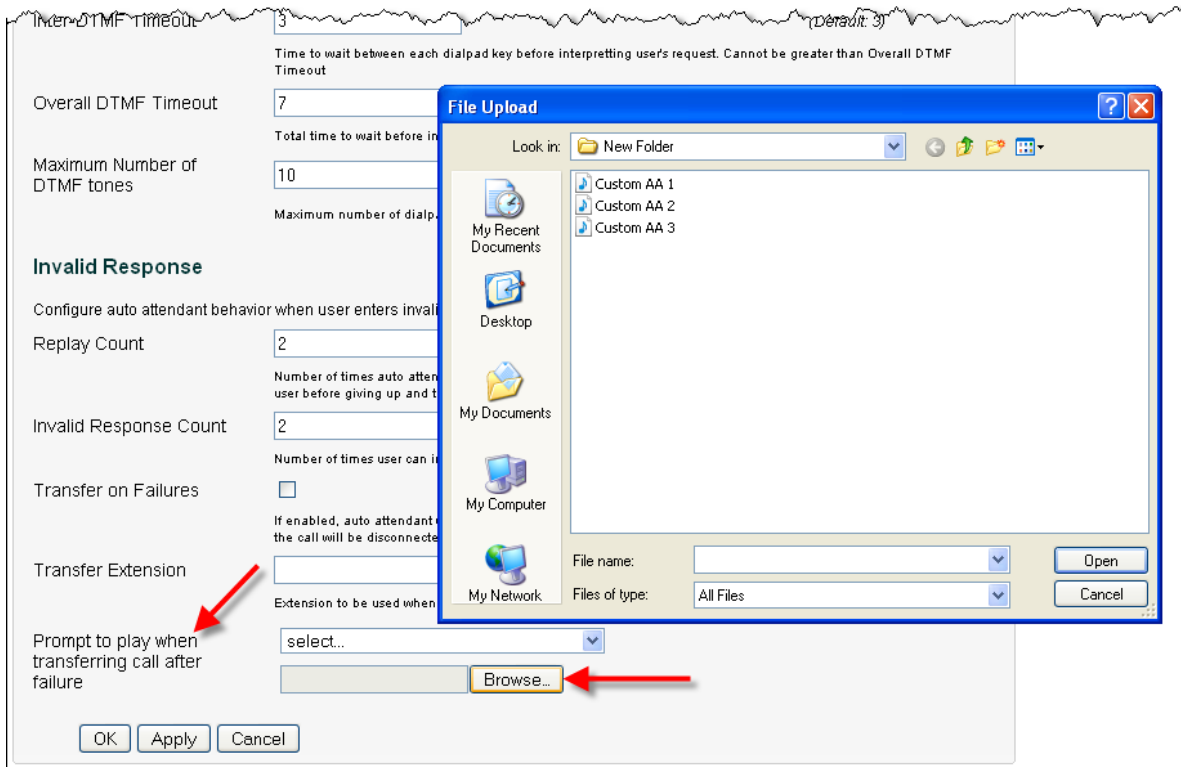
Transfer Extension:

Extension to be used when transfer on failure is enabled.

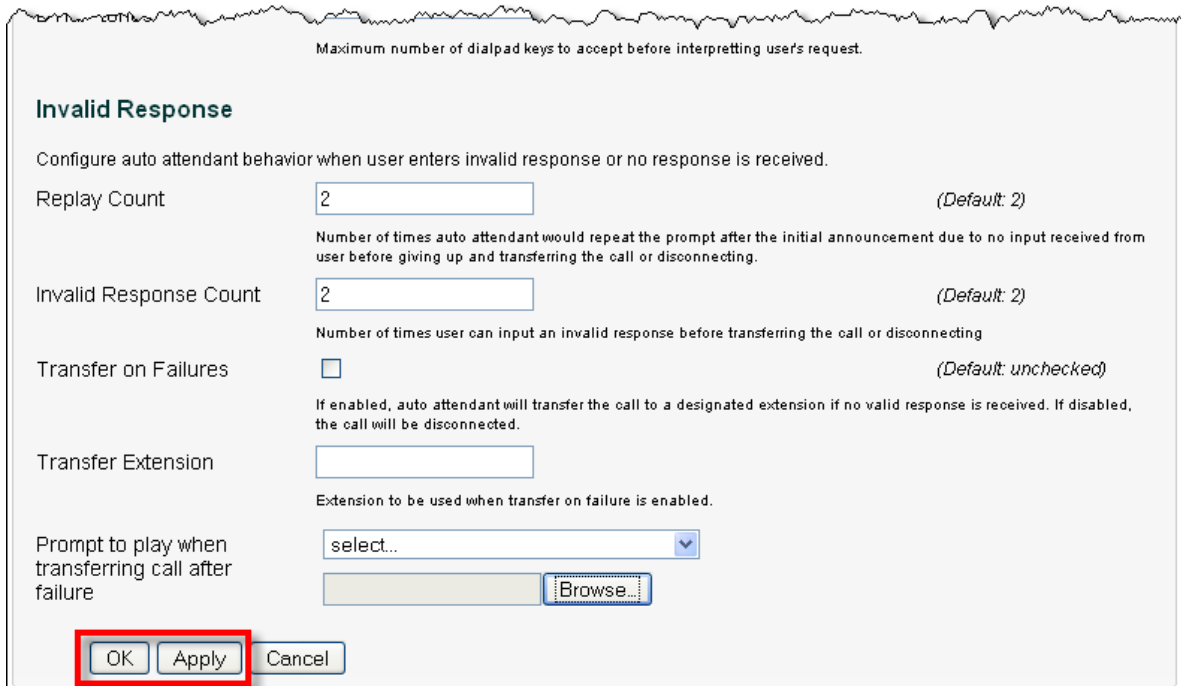
Prompt to play when transferring call after failure:  (Red arrow points to dropdown arrow)  
select..  
select..  
afterhours.wav  
customautoattendant-1268143701.wav



or you can upload a prompt to the system by selecting the **Browse** button and browsing to the location of the .wav file.



If any changes have been made, click the **Apply** button followed by the **OK** button.



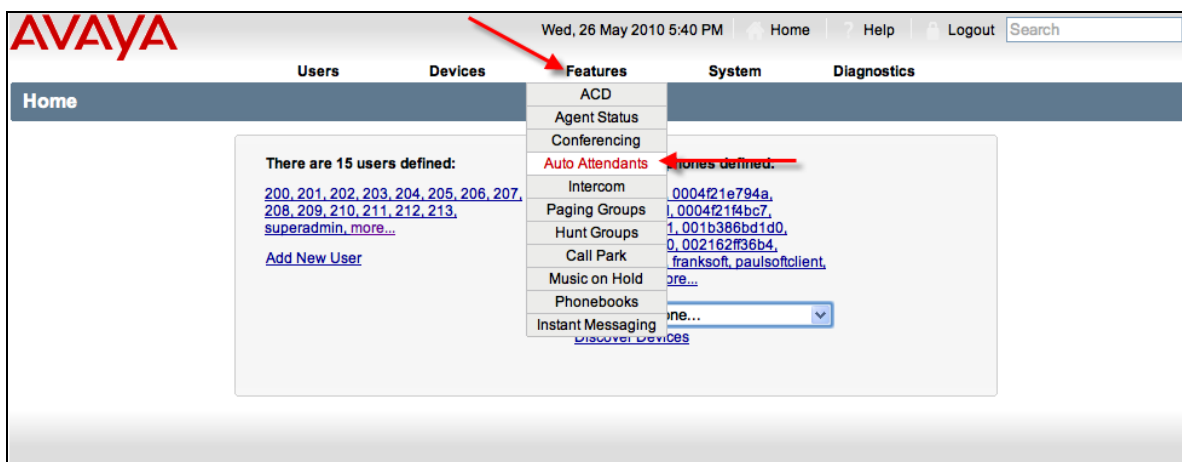
## Special Attendants

The special auto attendant can be used to temporarily overwrite the auto attendant configuration of the SCS system. If the special auto attendant is configured, it is used to handle all calls instead of the default auto attendant and associated dial rules.

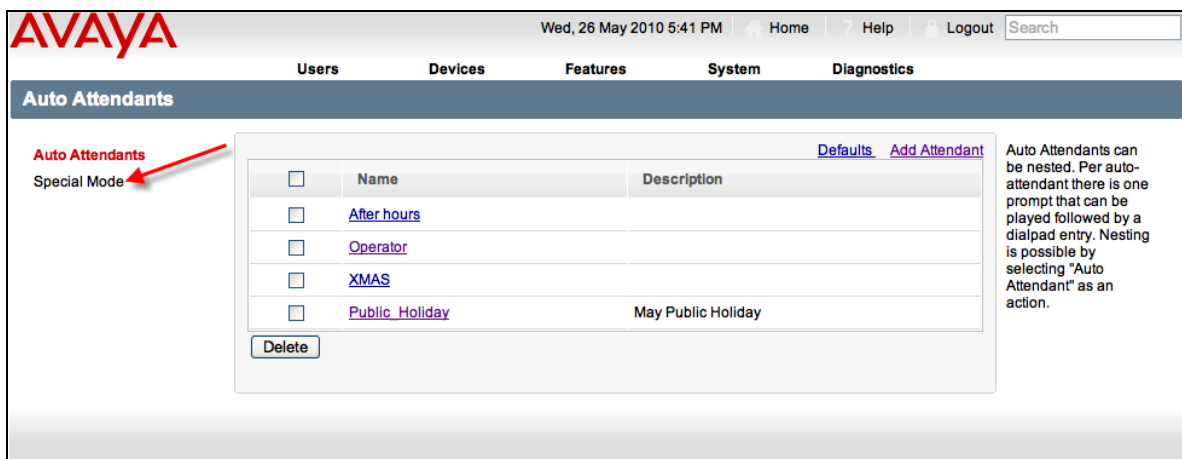
For example you may wish to temporarily redirect all calls to a single auto attendant that has been configured for emergency purposes.

To configure a Special Attendant:

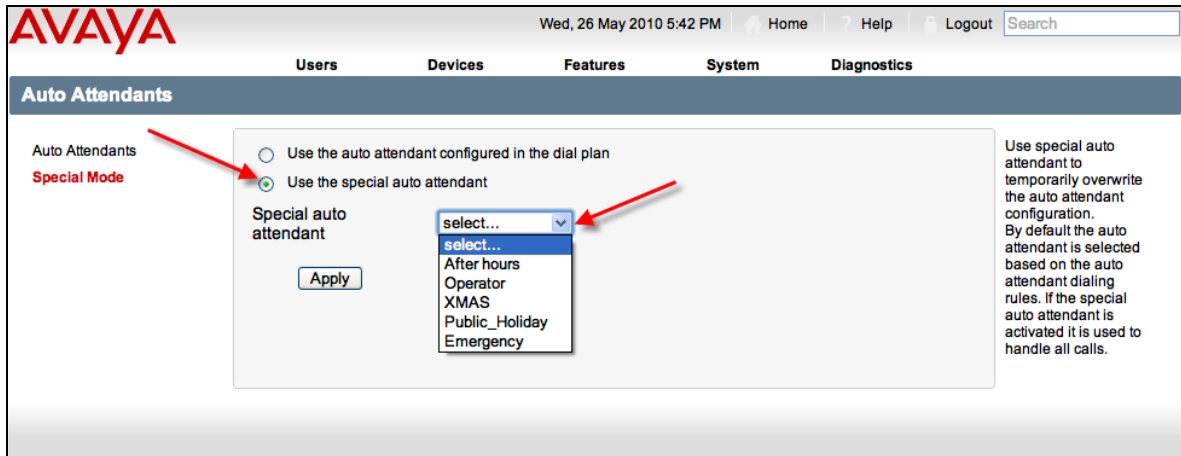
1. From the main administrative interface of the SCS system click the **Features** link followed by **Auto Attendant**.



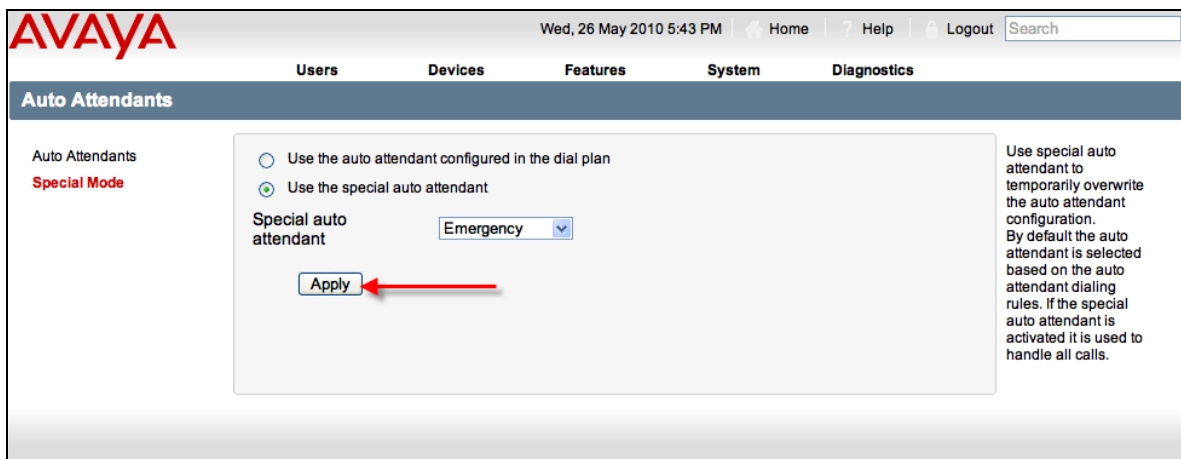
2. Click the **Special Mode** link.



3. Select the **Use the Special Auto Attendant** radio button. Then from the **Special auto attendant** drop down box select an auto attendant that will be used. In this example an auto attendant named 'Emergency' has previously been created and is available for selection.



4. Once a selection has been made, click the **Apply** button.



5. To revert back to the attendant configured in the Auto Attendant Dial Plan, click the **Use the auto attendant configured in dial plan** radio button and click **Apply**.



## Configuring Personal Auto Attendant from Administrator Interface

When granted the **Configure Personal Auto Attendant** permission, SCS users can configure a personal auto attendant. The SCS administrator can also configure personal Auto Attendants, on behalf of individual SCS users.

When a call is passed to voicemail, an individual prompt plays providing the caller with a list of options. The options can include forwarding to a mobile phone, forwarding to an assistant, forwarding to a colleague, forwarding to the user's home number, or leaving a message.

The personal auto-attendant feature includes an individual zero-out capability. When a caller is diverted to voicemail and does not wish to leave a message, they can press "0" and be transferred to the operator. The operator 'target' can be an internal extension, an external number or a SIP URI address.

Both the administrator and the user can change settings of the personal auto-attendant. The user can login to his or her individual user configuration portal, enable or disable the personal auto-attendant, configure new settings and alter forwarding destinations.

The user or administrator can select the language of the voicemail and personal auto-attendant system. Provided language packs are installed, the user can individually select a preferred language. All prompts of the voicemail system are consequently played in that language for that user's voicemail system.

For details relating to configuring the Personal Auto Attendant from the User Portal, please refer to the SCS 4.0 End User Task Based Guide.

1. From the **Users** interface, select a user to be provided with a Personal Auto Attendant.

The screenshot shows the Avaya Users interface. At the top, there is a navigation bar with the Avaya logo and the text 'Wed, 26 May 2010 5:45 PM Home Help'. Below this is a main navigation bar with tabs for 'Users', 'Devices', 'Features', 'System', and 'Diagnostics'. The 'Users' tab is selected. A dropdown menu is open under 'Users', showing options: 'Users', 'User Groups', 'Extension Pool', and 'TLS Peers'. A red arrow points to the 'Users' option in this dropdown. Below the navigation bar is a table of users. The table has columns for 'User ID', 'First Name', 'Last Name', 'IM ID', and 'Aliases'. A 'Filter by...' dropdown is located above the table. A red arrow points to the user 'Lisa' in the table. At the bottom of the table, there are 'Delete' and 'More actions...' buttons.

User ID	First Name	Last Name	IM ID	Aliases
201	Frank	Cortelli	201	
202	Paul	Edwards	202	
203	Eric	Constantine	203	
204	John	Carter	204	
205	Bob	Jenkins	205	
206	Alex	Samson	206	
207	Mary	Jones	207	
208	Frank	Karol	208	
209	Gavin	Maris	209	
210	Adam	Histon	210	
211	Mike	Thomas	211	
212	Gordon	Green	212	
213	Alan	Norris	213	
Lisa	Lisa	Edwards	200	
superadmin			superadmin	

2. Click the **Personal Auto Attendant** link.

AVAYA Wed, 26 May 2010 5:46 PM Home Help Logout Search

Users Devices Features System Diagnostics

**Identification**

Identification  
 Unified Messaging  
 Contact Information  
 Phones  
 Call Forwarding  
 Schedules  
 Speed Dial  
 ACD Agent Supervisor  
**Personal Auto-Attendant**  
 Conferences  
 Registrations  
 Music On Hold  
 Permissions  
 Caller ID  
 Instant Messaging  
 MyBuddy

User: Lisa [Hide Advanced Settings](#)

User ID:   
The User ID can be a numeric extension like 123 or a name like jsmith. The User ID is displayed by the phone and it is therefore recommended to use the internal extension as the User ID. If using DID configure the DID number (or its DNIS portion) as an alias.

Last name:   
 First name:

PIN:   
 Confirm PIN:   
The PIN is a password used to log in to voicemail or to the user portal. Numeric PINs are recommended, since only numbers can be dialed.

SIP password:   
The SIP password is used by the user's phone to register with the SIP proxy. For phones managed by this system, the SIP password entered here will be configured automatically on the phone. For unmanaged phones, the SIP password is needed when manually configuring lines on the phone. The security of this password is very important and that is why a secure password is auto-generated.

Groups:

**Existing Groups:** administrators, IM, Phonebook, InternalPhonebook, member, InternalGroup, Sales, Conferencing, ACDQ1&2, acd

**New Groups:** You can create new groups simply by adding the new group name to the Groups form value.

Select *Phones* to add this user to one or more phones.

## 3. The Personal Auto Attendant screen will be displayed.

AVAYA Wed, 26 May 2010 5:47 PM Home Help Logout Search

Users Devices Features System Diagnostics

**Edit Personal Attendant**

Identification  
 Unified Messaging  
 Contact Information  
 Phones  
 Call Forwarding  
 Schedules  
 Speed Dial  
 ACD Agent Supervisor  
**Personal Auto-Attendant**  
 Conferences  
 Registrations  
 Music On Hold  
 Permissions  
 Caller ID  
 Instant Messaging  
 MyBuddy

User: Lisa

**Personal Auto-Attendant**  
The personal auto-attendant picks up calls that divert to voicemail. Users can change their personal auto-attendants.

Operator:   
Extension or SIP URI the caller is transferred to after pressing 0.

Override language:   
Check this box to override the default Auto-Attendant language chosen by the administrator.

Language:   
The language used by the Auto-Attendant if the Override field is selected above.

Dialpad	Extension
<input type="text" value="1"/>	<input type="text"/>

4. In the **Operator** field, enter a destination to be called when a caller presses the digit “0”. The operator ‘target’ can be an internal extension, an external number or a SIP URI address.

**AVAYA** Wed, 26 May 2010 5:47 PM Home Help Logout Search

Users Devices Features System Diagnostics

### Edit Personal Attendant

User: Lisa

#### Personal Auto-Attendant

The personal auto-attendant picks up calls that divert to voicemail. Users can change their personal auto-attendants.

**Operator**    
 Extension or SIP URI the caller is transferred to after pressing 0.

**Override language**    
 Check this box to override the default Auto-Attendant language chosen by the administrator.

**Language**    
 The language used by the Auto-Attendant if the Override field is selected above.

Dialpad	Extension
<input type="text" value="1"/>	<input type="button" value="Add"/>

5. If you check the **Override language** check-box, the selected **Language** will override the default Auto-Attendant language chosen by the administrator.

**AVAYA** Wed, 26 May 2010 5:48 PM Home Help Logout Search

Users Devices Features System Diagnostics

### Edit Personal Attendant

User: Lisa

#### Personal Auto-Attendant

The personal auto-attendant picks up calls that divert to voicemail. Users can change their personal auto-attendants.

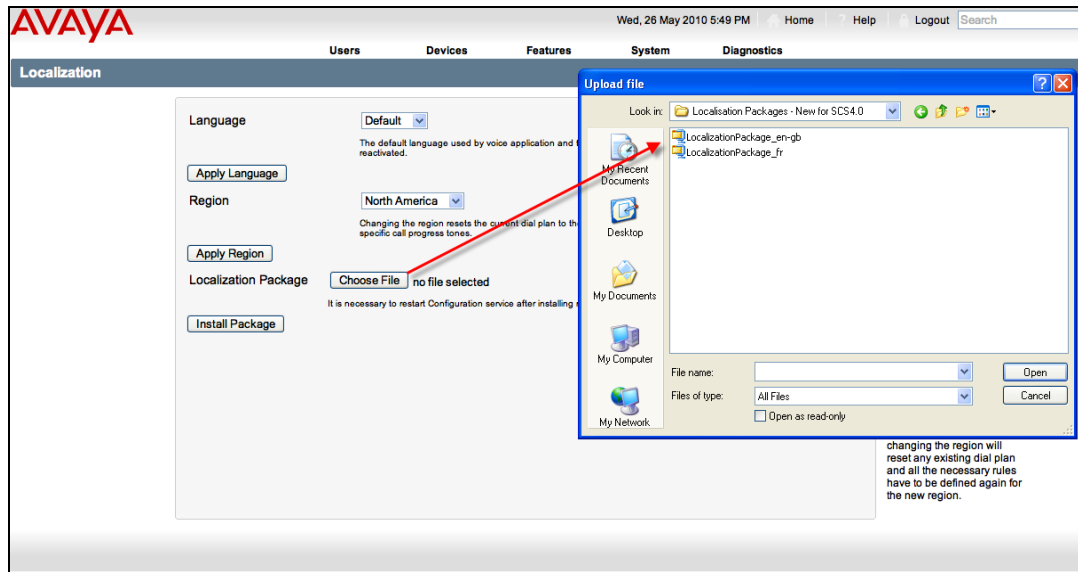
**Operator**    
 Extension or SIP URI the caller is transferred to after pressing 0.

**Override language**    
 Check this box to override the default Auto-Attendant language chosen by the administrator.

**Language**    
 The language used by the Auto-Attendant if the Override field is selected above.

Dialpad	Extension
<input type="text" value="1"/>	<input type="button" value="Add"/>

**Note:** Other languages will be available for selection once the appropriate localisation package has been installed on the SCS system.

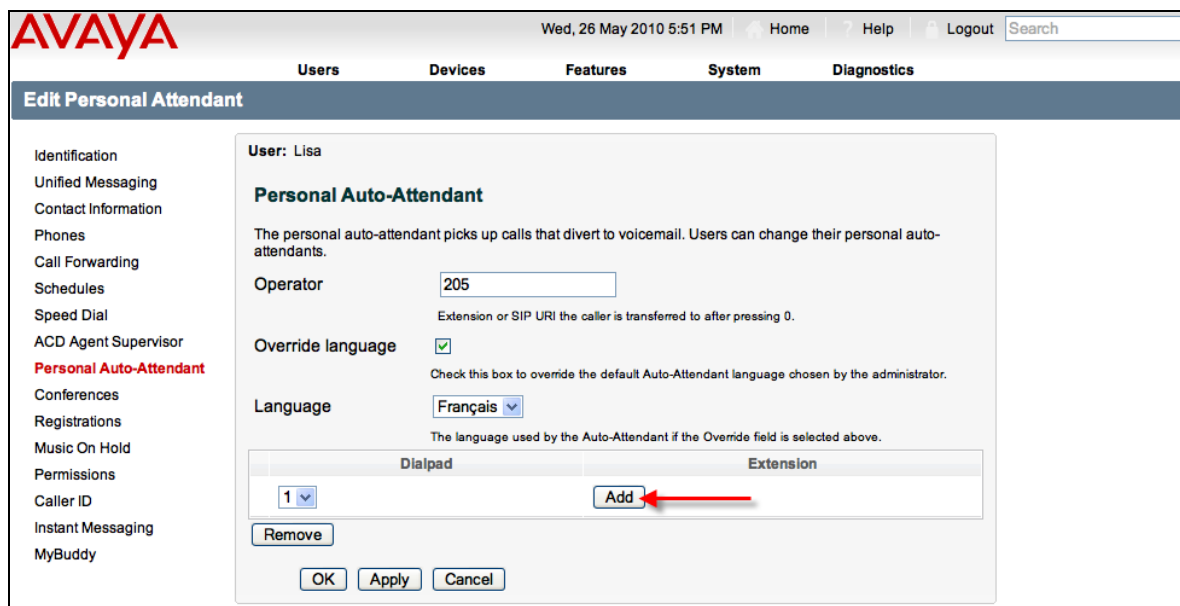


Please refer to the SCS 4.0 System Configuration Task Based Guide, for details relating to the installation of Localization Packages.

### Configure Dial Pad Options

The default voicemail attendant can be replaced with a user-personalised greeting and customized keypad options for directing callers to other extensions or the voicemail service.

1. Use the **Dial Pad** drop-down menu to assign phone dial pad numbers to specific extensions to transfer callers to those extensions at the push of a button. Click **Add** to add new entries.



2. Enter the destination to be dialed when a caller presses the associated dial pad digit. In this example, when dial pad digit 1 is pressed the call will be routed to extension 206.

**AVAYA** Wed, 26 May 2010 5:52 PM Home Help Logout

Users Devices Features System Diagnostics

**Edit Personal Attendant**

User: Lisa

**Personal Auto-Attendant**

The personal auto-attendant picks up calls that divert to voicemail. Users can change their personal auto-attendants.

Operator: 205  
Extension or SIP URI the caller is transferred to after pressing 0.

Override language:    
Check this box to override the default Auto-Attendant language chosen by the administrator.

Language: Français   
The language used by the Auto-Attendant if the Override field is selected above.

	Dialpad	Extension
<input type="checkbox"/>	1	206
<input type="checkbox"/>	2	Add

Remove

OK Apply Cancel

3. Click the **Add** button to associate a destination number with Dial pad digit 2.

**AVAYA** Wed, 26 May 2010 5:52 PM Home Help Logout

Users Devices Features System Diagnostics

**Edit Personal Attendant**

User: Lisa

**Personal Auto-Attendant**

The personal auto-attendant picks up calls that divert to voicemail. Users can change their personal auto-attendants.

Operator: 205  
Extension or SIP URI the caller is transferred to after pressing 0.

Override language:    
Check this box to override the default Auto-Attendant language chosen by the administrator.

Language: Français   
The language used by the Auto-Attendant if the Override field is selected above.

	Dialpad	Extension
<input type="checkbox"/>	1	206
<input type="checkbox"/>	2	Add

Remove

OK Apply Cancel



4. Enter the number associated with dial pad option 2.

**AVAYA** Wed, 26 May 2010 5:53 PM Home Help Logout

Users Devices Features System Diagnostics

**Edit Personal Attendant**

Identification  
Unified Messaging  
Contact Information  
Phones  
Call Forwarding  
Schedules  
Speed Dial  
ACD Agent Supervisor  
**Personal Auto-Attendant**  
Conferences  
Registrations  
Music On Hold  
Permissions  
Caller ID  
Instant Messaging  
MyBuddy

User: Lisa

**Personal Auto-Attendant**

The personal auto-attendant picks up calls that divert to voicemail. Users can change their personal auto-attendants.

Operator   
Extension or SIP URI the caller is transferred to after pressing 0.

Override language   
Check this box to override the default Auto-Attendant language chosen by the administrator.

Language   
The language used by the Auto-Attendant if the Override field is selected above.

	Dialpad	Extension
<input type="checkbox"/>	1	<input type="text" value="206"/>
<input type="checkbox"/>	2	<input type="text" value="5558625"/>
	3	<input type="text" value="Add"/>

5. Once all of the Dial Pad options are configured, click the **Apply** button

**AVAYA** Wed, 26 May 2010 5:54 PM Home Help Logout

Users Devices Features System Diagnostics

**Edit Personal Attendant**

Identification  
Unified Messaging  
Contact Information  
Phones  
Call Forwarding  
Schedules  
Speed Dial  
ACD Agent Supervisor  
**Personal Auto-Attendant**  
Conferences  
Registrations  
Music On Hold  
Permissions  
Caller ID  
Instant Messaging  
MyBuddy

User: Lisa **Changes applied successfully.**

**Personal Auto-Attendant**

The personal auto-attendant picks up calls that divert to voicemail. Users can change their personal auto-attendants.

Operator   
Extension or SIP URI the caller is transferred to after pressing 0.

Override language   
Check this box to override the default Auto-Attendant language chosen by the administrator.

Language   
The language used by the Auto-Attendant if the Override field is selected above.

	Dialpad	Extension
<input type="checkbox"/>	1	<input type="text" value="206"/>
<input type="checkbox"/>	2	<input type="text" value="5558625"/>
<input type="checkbox"/>	3	<input type="text" value="201"/>
<input type="checkbox"/>	4	<input type="text" value="202"/>
<input type="checkbox"/>	5	<input type="text" value="203"/>
	6	<input type="text" value="Add"/>

- Record a greeting that corresponds with the settings so that callers know which keys to use and whom they can contact (see the next section).

### Record a Personalised Greeting

Once dial pad buttons have been assigned to each extension, you need to record a greeting that will direct callers to each available option. This is completed through the **phone**.

- Dial the voicemail extension, usually 101, unless the system administrator has changed it. If 101 does not access the voicemail attendant, see your system administrator.
- Enter your PIN followed by '#'.
- Select **Option 5**, Voicemail Options.
- Select **Option 1**, Record a Personal Greeting.
- Select the greeting type that you would like to record, e.g., 'standard greeting', 'out of office', etc.
- Record your greeting after the tone, and then press '#'
- To listen to the greeting, select **Option 1**.
- If you are satisfied with the greeting, select **Option 2**.
- Hang up.
- To use the new greeting, click the Unified Messaging link and select the relevant greeting type from the **Active Greeting** drop-down menu.

The screenshot shows the Avaya Unified Messaging web interface. At the top, the Avaya logo is on the left, and the date/time (Tue, 25 May 2010 4:29 PM) and navigation links (Home, Help, Logout, Search) are on the right. Below the header, there are tabs for Users, Devices, Features, System, and Diagnostics. The main content area is titled 'Voicemail Preferences' and is for user 'Lisa'. On the left, a sidebar lists various settings categories, with 'Unified Messaging' highlighted in red and a red arrow pointing to it. The main settings area includes:
 

- Voicemail TUI:** Standard (dropdown)
- Active greeting:** A dropdown menu is open, showing options: Standard, Default system greeting, Standard, Out of office, and Extended absence. A red arrow points to this dropdown.
- Primary E-mail:** E-mail address: tony@business.com
- Voicemail notification:** No notification (dropdown)

 On the right side of the settings area, there is a 'Show Advanced Settings' link and a text block explaining that voicemail messages can be forwarded to email and synchronized with an IMAP server. At the bottom of the settings area, there is a note: 'The voicemail messages can be attached to the notification e-mail or not. If the synchronization option is selected, the voicemail messages will be attached.'

- Click the **Apply** button.

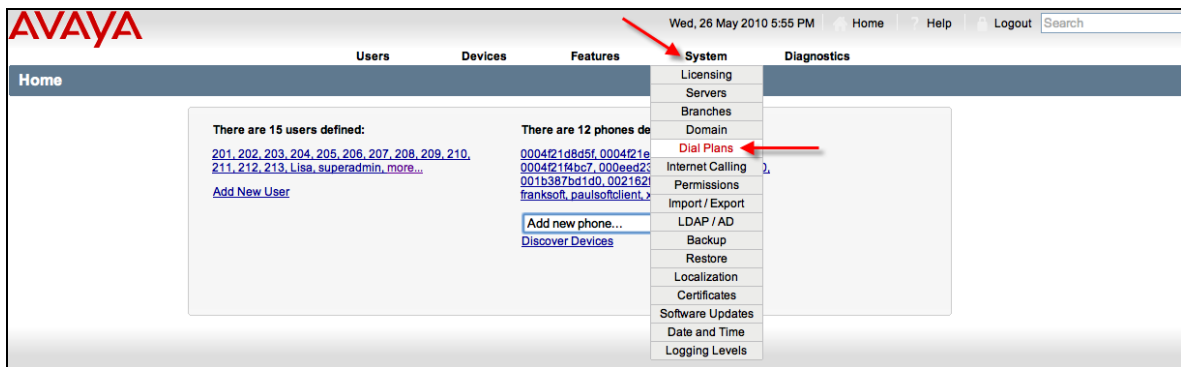
## Examples of Incoming Call Scenarios

The Auto Attendant dial plan can be configured that will enable calls to reach the Auto Attendant facility on the SCS system.

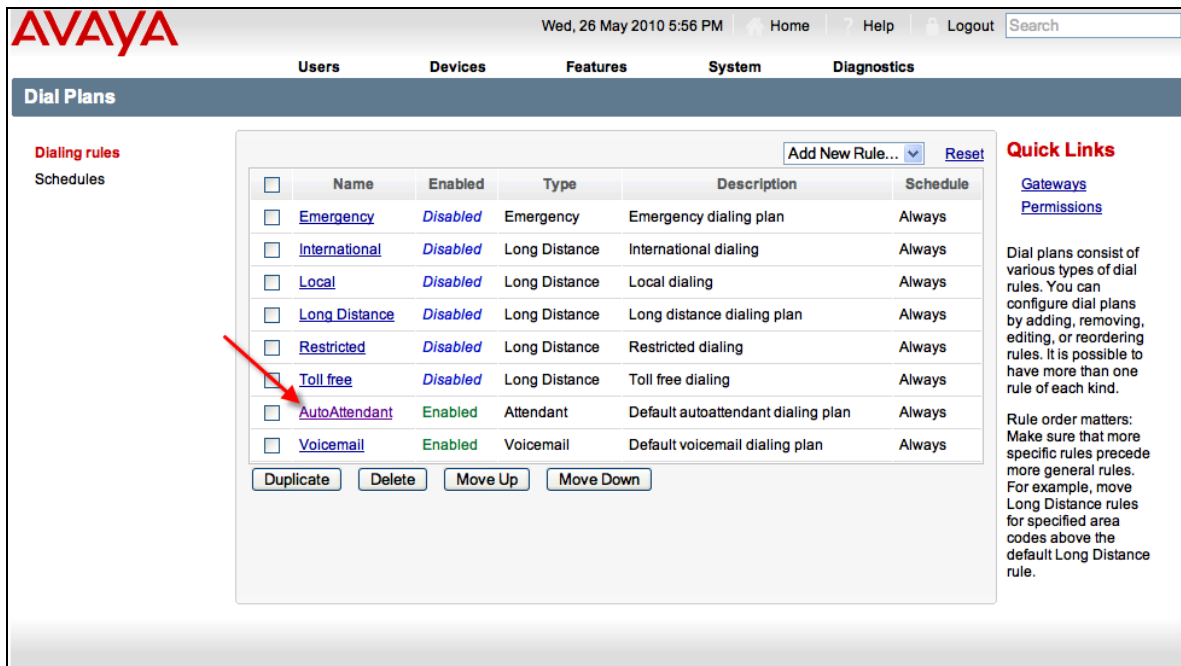
This will then allow the Auto Attendant to handle incoming calls.

Therefore for scenarios where analog gateways are not being used for example ISDN scenarios, the digits that are being received from the public network need to be considered. The receive digits and the range of these digits will need to be obtained from the provider of the BRI/PRI digital trunks for example, Received Digit number range 5559380 to 5559390. These digits could then be referenced in the Auto Attendant Dial Plan.

1. From the SCS main interface select **System** followed by **Dial Plans**.



2. Then select the **Auto Attendant** Dial Plan.



- In this example, an **Attendant Alias** of 5559380 has been entered. This will map the incoming received digits to the Auto attendant facility.

**AVAYA** Wed, 26 May 2010 5:56 PM Home Help Logout

Users Devices Features System Diagnostics

Enabled

Name

Description

Extension

Attendant aliases

Attendant will be reachable through its extension and any of the above aliases. When entering multiple aliases, separate them with spaces.

Default attendant

Default attendant is used if Working time or Holiday attendant are not specified or if current time is neither holiday, nor working time.

Working time attendant

Select attendant to be used during working hours. Working hours can be specified once attendant is selected.

- Once the settings have been configured, click the **Apply** button followed by the **OK** button and restart any affected services as requested.

**AVAYA** Wed, 26 May 2010 5:57 PM Home

Users Devices Features System Diagnostics

One or more services need to be restarted. For details click: [here](#)  
Changes applied successfully.

Enabled

Name

Description

Extension

Attendant aliases

Attendant will be reachable through its extension and any of the above aliases. When entering multiple aliases, separate them with spaces.

Default attendant

Default attendant is used if Working time or Holiday attendant are not specified or if current time is neither holiday, nor working time.

Working time attendant

Select attendant to be used during working hours. Working hours can be specified once attendant is selected.

<input checked="" type="checkbox"/> Monday	From :	<input type="text" value="9:00 AM"/>	To :	<input type="text" value="5:00 PM"/>
<input checked="" type="checkbox"/> Tuesday	From :	<input type="text" value="9:00 AM"/>	To :	<input type="text" value="5:00 PM"/>
<input checked="" type="checkbox"/> Wednesday	From :	<input type="text" value="9:00 AM"/>	To :	<input type="text" value="5:00 PM"/>
<input checked="" type="checkbox"/> Thursday	From :	<input type="text" value="9:00 AM"/>	To :	<input type="text" value="5:00 PM"/>
<input checked="" type="checkbox"/> Friday	From :	<input type="text" value="9:00 AM"/>	To :	<input type="text" value="5:00 PM"/>
<input checked="" type="checkbox"/> Saturday	From :	<input type="text" value="9:00 AM"/>	To :	<input type="text" value="4:00 PM"/>
<input type="checkbox"/> Sunday	From :	<input type="text" value="9:00 AM"/>	To :	<input type="text" value="6:00 PM"/>

Holiday attendant

Select attendant to be used during holidays. If attendant is selected you can add and remove holiday dates.

[Add Holiday](#)

[Delete Holiday](#)

[Delete Holiday](#)

**Note:** For details regarding the configuration of Dial Plans, please refer to the **SCS 4.0 System Configuration** guide. For general details relating to the Auto Attendant Dial Plan settings please refer to the **Default Auto Attendant Dial Plan** section of this guide.

A configured Audio Codes analog gateway could also be utilized to provide the incoming lines to the auto attendant. If an analog gateway is used, the Auto Attendant extension could be referenced as a PSTN Line on the gateway itself.

In this example, an Audio Codes gateway has a port assigned to the operator (extension 100 by default). The operator being the default extension for the PSTN line.

The screenshot shows the Avaya system configuration interface. The top navigation bar includes the Avaya logo, the date and time (Wed, 26 May 2010 5:59 PM), and navigation links for Home and Help. Below the navigation bar are tabs for Users, Devices, Features, System, and Diagnostics. The main content area is titled 'Analog Line' and shows the configuration for a gateway named 'MP118FXO / AudioCodes MP118 FXO'. The 'PSTN Line' is set to 'Operator'. The 'Automatic Dialing' checkbox is checked, with a note that if enabled, calls received on this PSTN line will be automatically sent to the destination specified below. The 'Extension' field is set to 'Operator', with a note that this specifies the destination for incoming calls on this PSTN line, such as an auto-attendant, a hunt group, an ACD queue, or any internal extension, user or alias. At the bottom of the configuration area are buttons for OK, Apply, and Cancel.

**Note:** For details regarding the configuration of Gateways and PSTN Lines please refer to the **SCS 4.0 Device Configuration – Gateways** Task Based Guide.

## **Avaya Documentation Links**

- [SCS 4.0 Configuring User Profiles Task Based Guide](#)
- [SCS 4.0 Device Configuration – Gateways Task Based Guide](#)
- [SCS 4.0 System Configuration Task Based Guide](#)
- [SCS 4.0 Voicemail Setup & Operation Task Based Guide](#)
- [SCS 4.0 Troubleshooting Task Based Guide](#)

