



BCM RIs 6.0

Call Pilot Auto-Attendant

Task Based Guide

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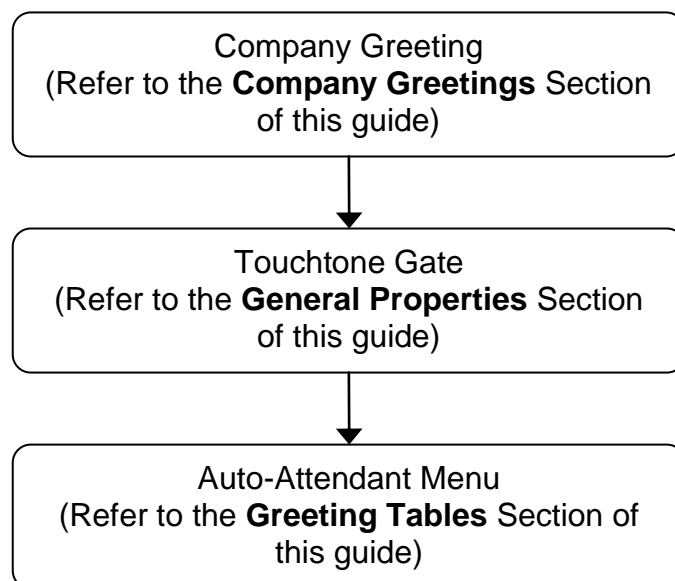
Auto-Attendant

Overview

The Automated Attendant answers your company's incoming telephone lines with a pre-recorded greeting selected from the Greeting Table, according to the time of day. You can record and assign different greetings to the Greeting Table. You can specify which greetings play for particular lines. For example, you can program the system so that callers hear one greeting when they call the sales line and a different greeting when they call the customer support line.

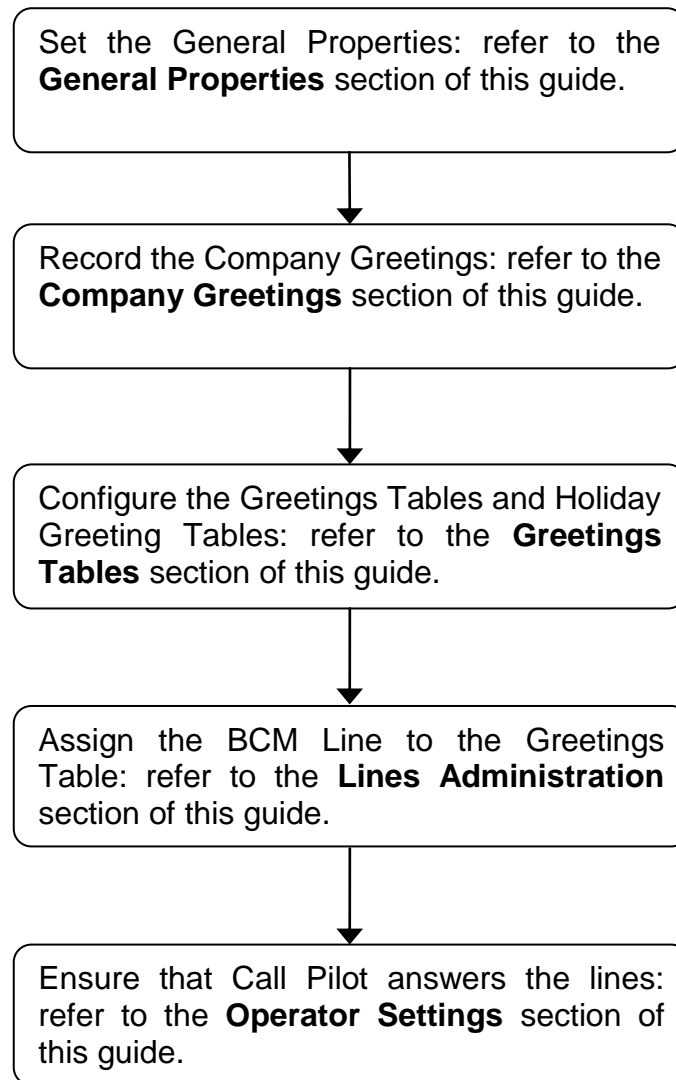
After the greeting, the Automated Attendant Menu offers callers a range of options that they can select using the dial pad of their telephone. If you want to offer a greater range of options and services for incoming calls, you can assign a Custom Call Routing (CCR) menu to play instead of the Automated Attendant Menu.

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



Flow Chart

The following flow chart shows the recommended programming order for configuring the Auto-Attendant.



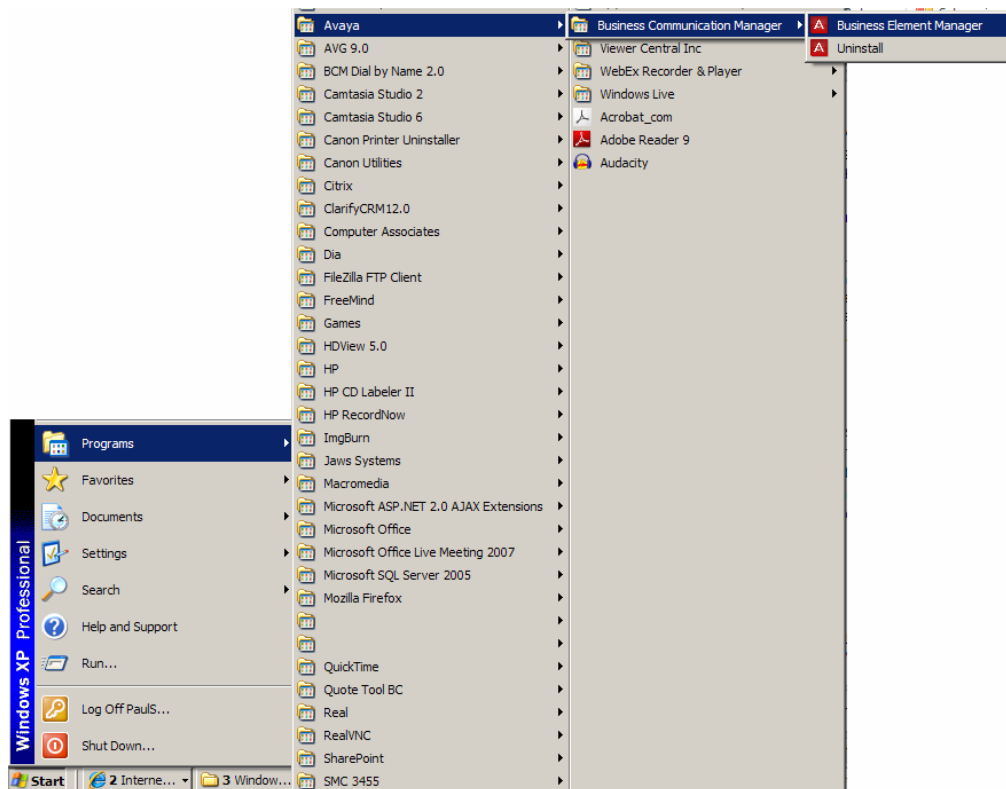
Required Information

Before commencing Auto-Attendant installation it would be useful to determine the Auto-Attendant requirements. Useful information would be:

- Company Greetings to be played to callers.
- Business opening hours.
- Lines that are to be used by the Auto-Attendant.
- Any custom Auto-Attendant menus to match the company's requirements.
- Any Park & Page Requirements.
- Any Auto Attendant Holiday Schedules.
- Any Calling Line ID requirements.

Accessing CallPilot Manager via Element Manager

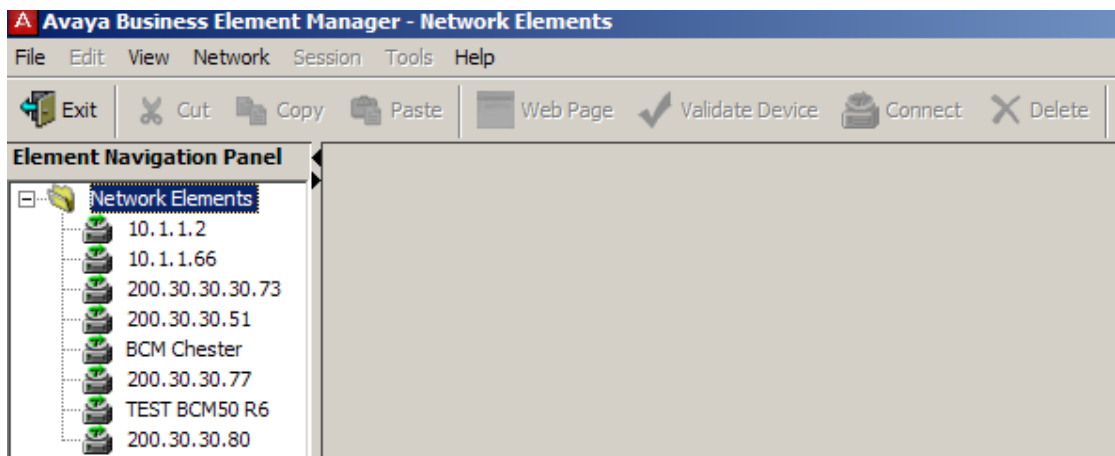
1. To access the Business Element Manager application from the Start Menu, navigate to **Start, Programs, Avaya, Business Communications Manager, Business Element Manager**.



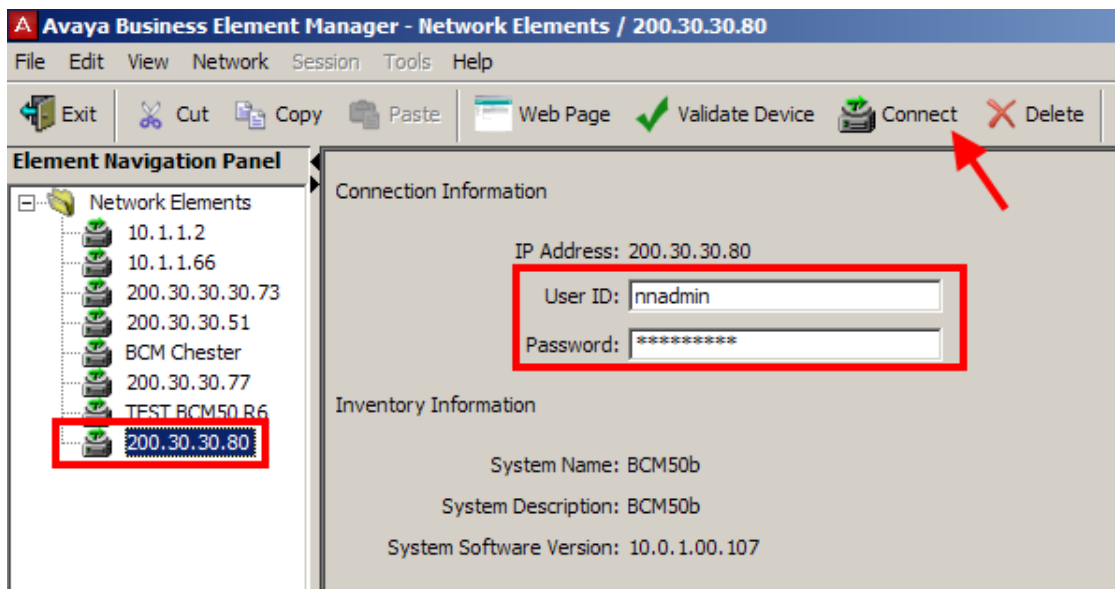
- Alternatively, double-click on the **Business Element Manager** desktop icon.



- You will be presented with the **Element Manager** interface.

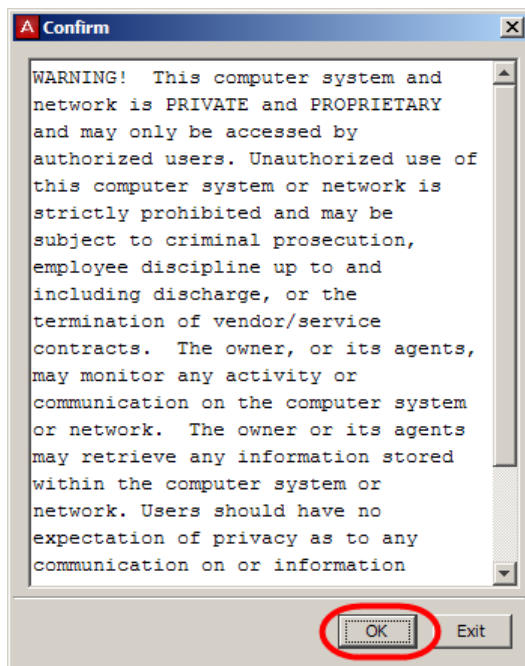


- Open the **Network Elements** folder and select the IP Address of the BCM.

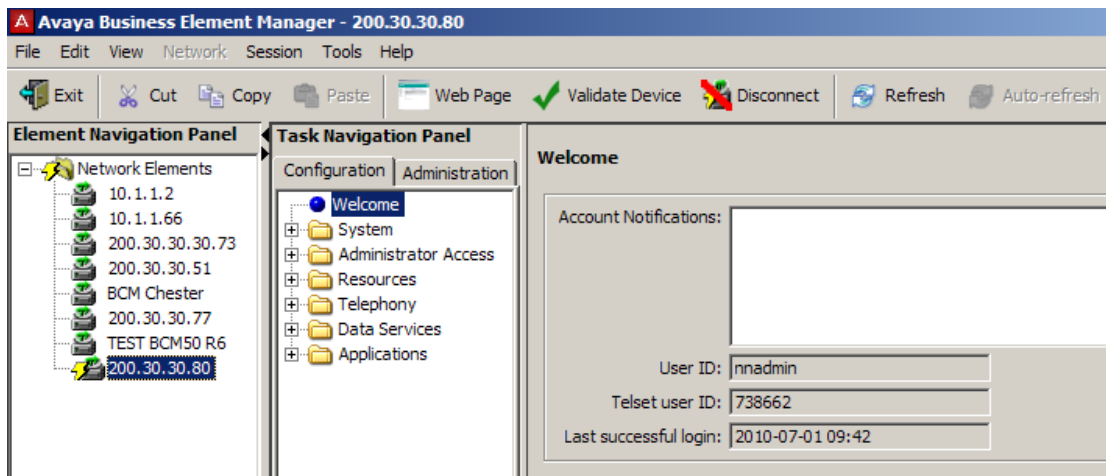


- Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

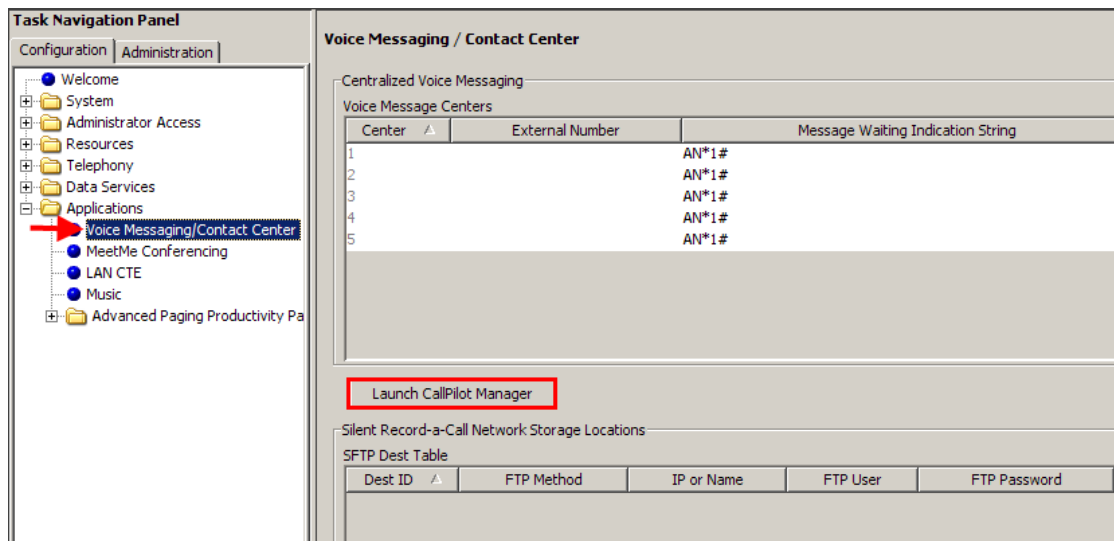
6. A warning screen will appear, read the warning and click **OK**.



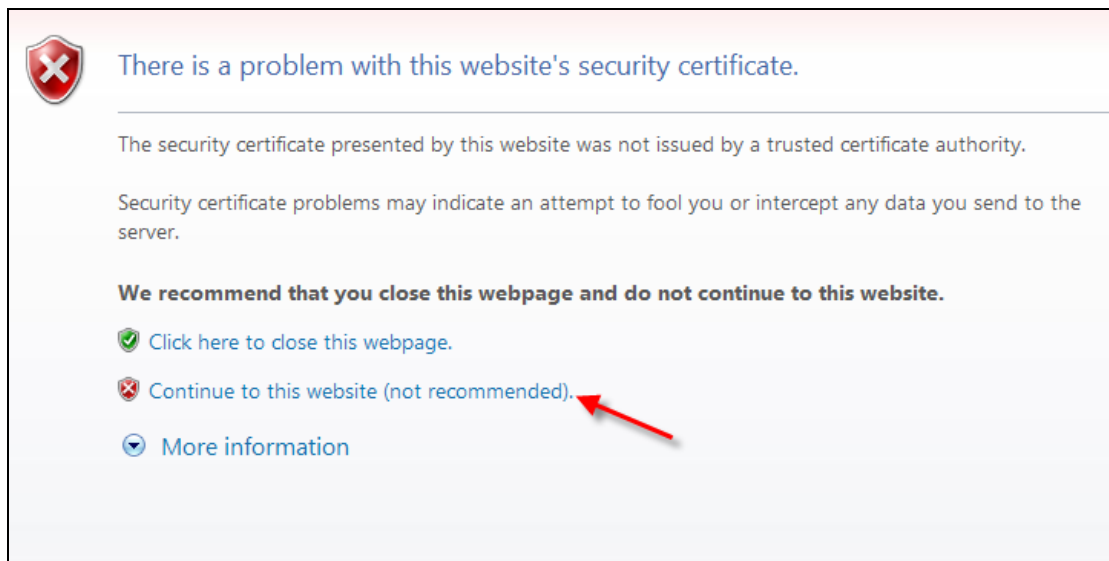
7. You will be presented with the Element Manager interface.



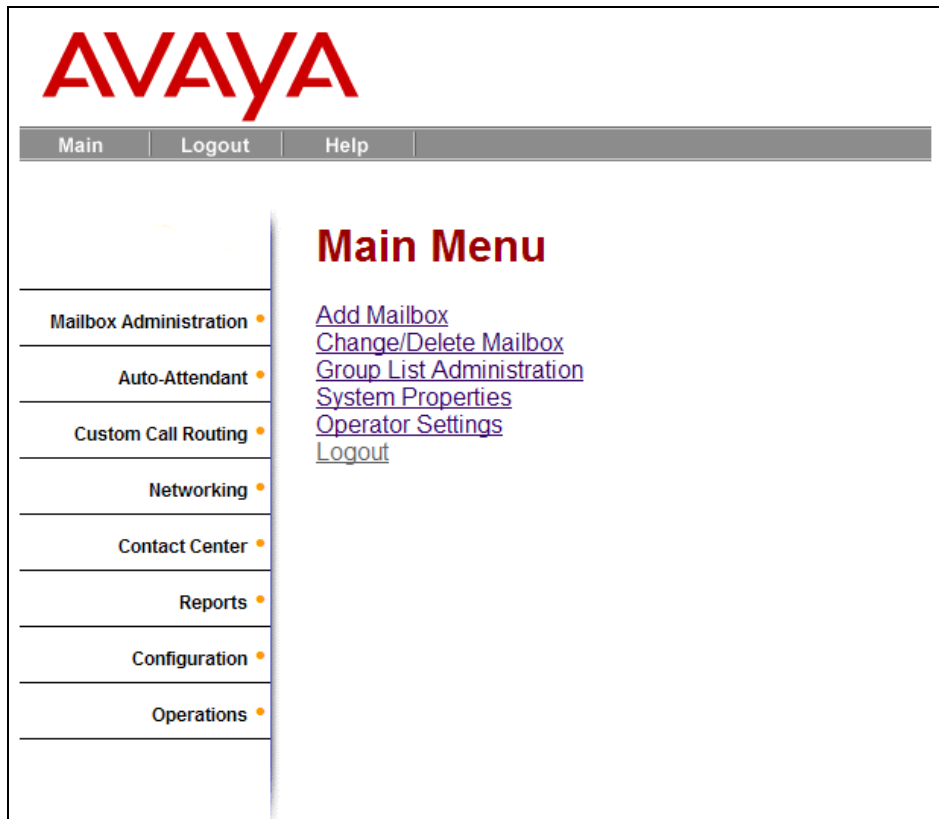
- To access CallPilot Manager: Select the **Configuration** tab, open the **Applications** folder, select the **Voice Messaging / Contact Center** link, and then click to **Launch CallPilot Manager**.



- You will be presented with a **Security Alert** Screen. Read the alert and click **Continue to this website** to continue.



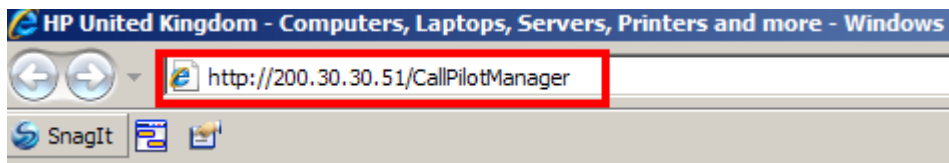
10. The Main Menu of CallPilot Manager will be launched.



Accessing CallPilot Manager from Internet Explorer.

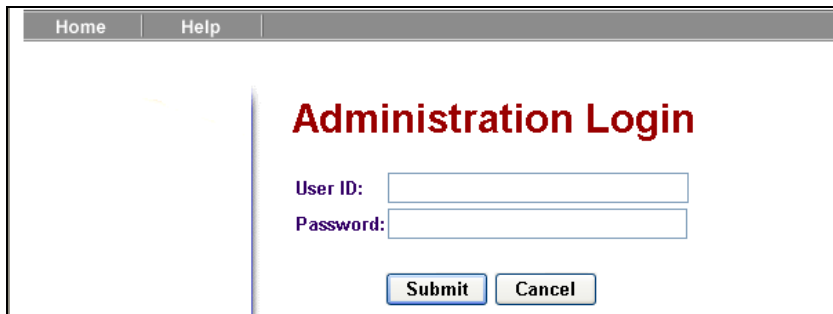
CallPilot Manager can also be accessed directly from Internet Explorer. This method of access is an alternative if you cannot gain access via Element Manager.

1. Open Internet Explorer. In the address bar enter **http://<IP Address of BCM>/CallPilotManager**.



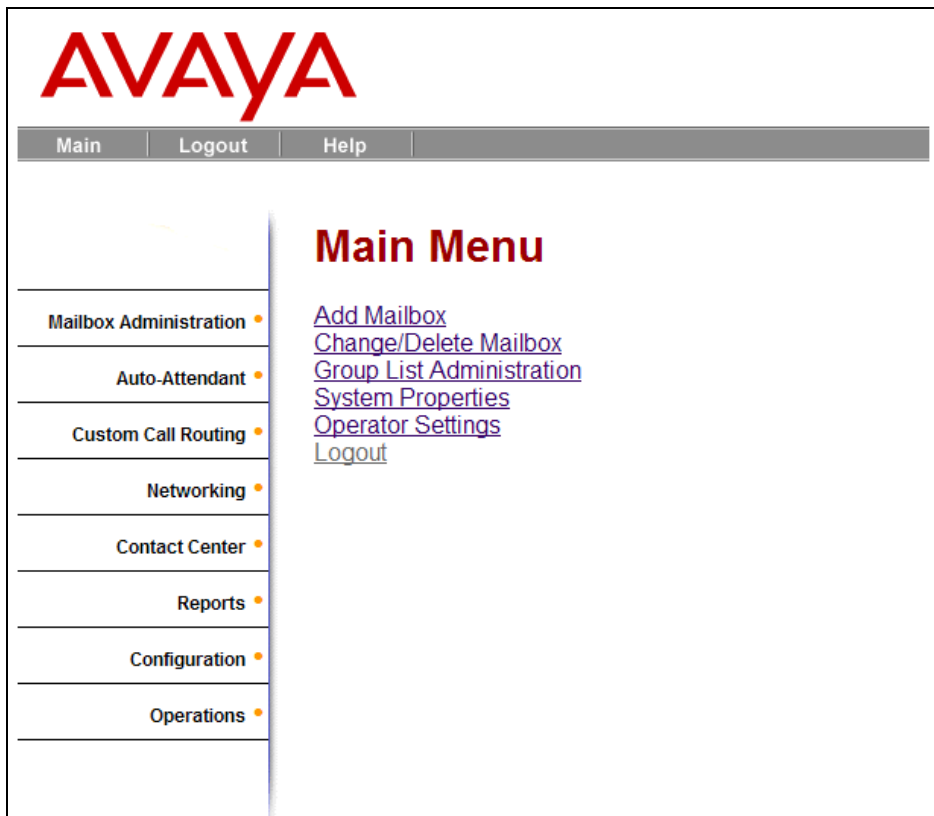
2. If you are presented with the **Certificate Error** window, click **Continue to this website (not recommended)**.

3. You will be presented with **Administration Login** screen. Enter the user ID and password. By default the User ID is **nnadmin** and the Password is **PlsChgMe!**.



The screenshot shows the 'Administration Login' screen. At the top, there is a navigation bar with 'Home' and 'Help' links. The main heading is 'Administration Login' in red. Below the heading, there are two input fields: 'User ID:' and 'Password:'. At the bottom, there are two buttons: 'Submit' and 'Cancel'.

4. Click the **Submit** button. The Main Menu of CallPilot Manager will be displayed.



The screenshot shows the 'Main Menu' screen. At the top, there is a navigation bar with 'Main', 'Logout', and 'Help' links. The main heading is 'Main Menu' in red. Below the heading, there is a list of menu items on the left and a list of links on the right. The menu items on the left are: Mailbox Administration, Auto-Attendant, Custom Call Routing, Networking, Contact Center, Reports, Configuration, and Operations. The links on the right are: Add Mailbox, Change/Delete Mailbox, Group List Administration, System Properties, Operator Settings, and Logout.

General Properties

The **General Properties** heading is found under the **Auto-Attendant** menu in Call Pilot Manager.

The screenshot shows the Call Pilot Manager interface. At the top, there are navigation tabs for 'Main', 'Logout', and 'Help'. Below this is a sidebar menu with categories: Mailbox Administration, Auto-Attendant, Custom Call Routing, Networking, Contact Center, Reports, Configuration, and Operations. A red arrow points to the 'General Properties' option under the 'Auto-Attendant' category. The main content area is titled 'Lines Administration' and contains a table with the following data:

Line	Answer Mode	Table/Skillset	Rings	Command
1	No	---	0	Change
2	No	---	0	Change
3	No	---	0	Change
4	No	---	0	Change
5	No	---	0	Change
6	No	---	0	Change
7	No	---	0	Change
8	No	---	0	Change
9	No	---	0	Change
10	No	---	0	Change
11	No	---	0	Change
12	No	---	0	Change
13	No	---	0	Change
14	No	---	0	Change
15	No	---	0	Change
16	No	---	0	Change
17	No	---	0	Change
18	No	---	0	Change
19	No	---	0	Change
20	No	---	0	Change
21	No	---	0	Change

General Properties contains settings such as what to do with a call after listening to a mailbox message, and whether or not Touchtone Gate is enabled/disabled.

With Touchtone Gate you can have the standard voice prompt play or you can record your own custom prompt. If you choose the standard prompt, the following prompt plays after your Company Greeting: *“If you are calling from a tone dial telephone, please press 1 now. If you are a pulse dialling caller or if you are calling from a rotary dial phone, please hold and you will be transferred.”*

It is not obligatory to have Touchtone Gate enabled.

General Properties Settings

Setting	Description
Return to Auto-Attendant	<p>Determines what happens after a caller listens to an Information mailbox or leaves a message.</p> <p>If you select the Return to AA check box, the caller returns to the main Auto Attendant prompt and can make another selection. If you do not select Return to AA, the caller disconnects after completing the action.</p>
Touchtone Gate	<p>Determines whether Touchtone Gate is used and whether a Standard or Custom greeting is used.</p> <p>Select a setting:</p> <p>None: Sends callers from the Company Greeting to the Auto Attendant or the CCR Tree set in the Greeting Table.</p> <p>Standard: After they hear the Company Greeting, callers must press an indicated key if they have tone capability. Callers transfer to the Auto Attendant or Custom CCR Tree specified by the Greeting Table. If they do not respond, callers go to the system attendant. If there is no system attendant, callers go to the General Delivery Mailbox. If the General Delivery Mailbox is disabled the call disconnects.</p> <p>Greeting 1 - 250: Similar to Standard. Uses a custom greeting instead of the standard greeting. Select a Company Greeting that is not used in any Greeting Table. Go to Recording or choosing Company Greetings for more information.</p> <p>Callers who have tone capability can find Touchtone Gate an unnecessary delay.</p> <p>Set Touchtone Gate to None if most callers have tone capability.</p> <p>Use Standard or Custom only in areas where most callers do not have tone capability.</p> <p>Touchtone Gate does not apply to internal callers or calls transferred by Feature 986.</p>
Use customized digits	<p>Select this if you have CCR Trees that use Park and Page and you want to play the dial string in your voice. For more information refer to Creating Customized Digits recordings.</p>
Starting CCR tree feature code	<p>This box is for the three-digit starting feature code for CCR tree access. The three-digits include the feature digit, the tree number, and node within the tree.</p> <p>The codes must correspond to F9xy: x represents the tree number and must be 1 to 7 inclusive. You cannot use 0, 8, or 9. y represents the node number and must be from 1 to 8 inclusive. The feature codes must not be the same as any other existing application's feature codes.</p> <p>The range of feature codes are: 911 to 918, 921 to 928, 931 to 938, 941 to 948, 951 to 958, 961 to 968, and 971 to 978.</p> <p>For example: To program 16 feature codes (F911 through F918, and F921 through F928), enter 911 as the Starting CCR tree feature code.</p>

Setting	Description
Number of CCR tree feature codes	<p>This box is for the number of feature codes for the CCR trees. You can configure a maximum of 56 customized feature codes for the CCR trees. The feature codes are allocated sequentially. For example, to program 16 feature codes (F911 through F918, and F921 through F928), enter 911 as the Starting CCR tree feature code and enter 16 as the Number of CCR tree feature codes.</p> <p>Note: You can enter the maximum of 56 feature codes if the starting feature code is 911. If the starting feature code is a higher value than 911, the available number of feature codes decreases. Any feature code values that come before the starting feature code that you enter will be unavailable to you. For example, by using a starting feature code of F941, you will only be able to allocate a maximum of 32 feature codes. If you require more, you will need to choose a lower value feature code. If you do not initialize functionality for a feature code within the range of features codes, it is still included as part of the allocated range.</p> <p>For example, if you do not initialize F912 and F913, they are still reserved for the one button CCR tree feature since they are included in the range of 16 features codes you entered.</p>
Repeat CCR Tree Menu Prompts	<p>When selected, this option will repeat the CCR tree menu prompts that have been configured against any CCR Tree and any Greeting Table. This is a system wide setting.</p>

Note: For more information on the lower 3 options, refer to the **CCR Node – 1 Button Transfer** section of the CCR Tree guide.

Company Greetings

Before you record the Company Greetings, decide what type of greetings you want to use for the incoming telephone lines, and what you want the greetings to say. There are four greeting times that reflect the Morning, Afternoon, Evening and Non-business hours. You can prepare four greetings, or you can use the same greeting for each time of day. As you record the greetings, number them from 1 to 4.

An example greeting for each time of day:

- 1) Morning Greeting: “Good morning. You have reached Touchstone Marketing.”
- 2) Afternoon Greeting: “Good afternoon. You have reached Touchstone Marketing.”
- 3) Evening Greeting: “Good evening. You have reached Touchstone Marketing.”
- 4) Non-business Greeting: “You have reached Touchstone Marketing. Our business hours are Monday to Friday from 8:00 a.m. to 5:00 p.m. Please stay on the line and leave a message. Thank you for calling.”

Greetings 1 through 4 are assigned by default to all Greeting Tables. This means that Greeting 1 plays as the Morning Greeting for Greeting Table 1, 2, 3 and 4. If you use only one Greeting Table, the numbered greetings you record from 1 to 4 play automatically. You do not have to assign Greetings 1 to 4 to the table, but you must select the language preference.

If you use a Primary and Alternate Language, record the option **9** instruction in your Greeting. For example, if you use English as your Primary Language and French as your Alternate Language, your main greeting can be in English with the option to play the greeting again in French by pressing **9**. For example:

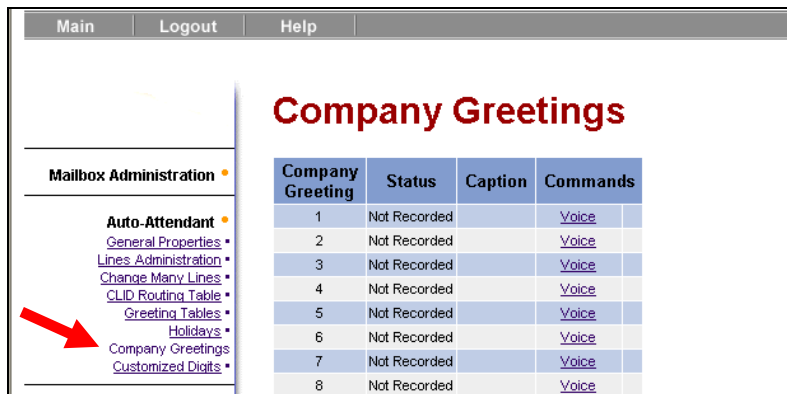
“Good morning. This is Touchstone Marketing. To use our voice messaging service in French, please press **9**.”

Note: The Enable Bilingual option in Call Pilot Manager System Properties should be checked. Refer to the ***CallPilot Manager & Mailboxes Guide***.

Company Greetings can be 0 to 10 minutes in duration. If you need to change the greeting duration, you must change the Class of Service assigned to the System Administrator Mailbox.

Recording a Company Greeting

1. Click the **Auto-Attendant** heading.
2. Click the **Company Greetings** link. The Company Greetings screen appears.



Company Greeting	Status	Caption	Commands
1	Not Recorded		Voice
2	Not Recorded		Voice
3	Not Recorded		Voice
4	Not Recorded		Voice
5	Not Recorded		Voice
6	Not Recorded		Voice
7	Not Recorded		Voice
8	Not Recorded		Voice

3. Click the **Voice** link for the greeting you want to record and follow the steps in the ***Recording Prompts*** section of this guide to record a greeting from your computer.

Recording Prompts

For best results, use a telephone that is attached to the same BCM as your voicemail system. Avoid using cordless telephones.

1. The Company Greeting recording screen appears as below.

Company Greeting 2

Phone Set:

Connect To:

Changes to the recording are applied ONLY when the SAVE button is pressed BEFORE hanging up.

Import:

From:

Export:

[Native Encoding](#) [Wav Encoding](#)

2. In the **Connect To** box, type the extension number or telephone number you are using to record the greeting or prompt.

For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number.

3. Click the **Record** button. The telephone rings.
4. Pick up the handset. Do not use Handsfree.
5. After the tone, record your prompt.
6. After you finish recording your prompt, click the **Stop** button.
7. To listen to the prompt, click the **Play** button or to save the recording, click the **Save** button.

Note: Do not forget to click **Save** before replacing the receiver, otherwise the recording will be lost.

8. Click the **Close** button and replace your telephone handset.

Adding a Greeting Caption

Captions can now be added to Company Greetings to help identify which greeting and script has been allocated to a particular greeting table.

The caption can be a maximum of 30 characters.

To add a caption:

1. Click the **Company Greetings** link.
2. Click on the **Add Caption** link for the greeting to which the caption is to be added.

Company Greetings

Company Greeting	Status	Caption	Commands
1	Recorded		Add Caption Voice
2	Not Recorded		Voice
3	Not Recorded		Voice
4	Not Recorded		Voice
5	Recorded		Add Caption Voice
6	Not Recorded		Voice
7	Not Recorded		Voice
8	Not Recorded		Voice
9	Not Recorded		Voice
10	Not Recorded		Voice
11	Not Recorded		Voice
12	Not Recorded		Voice
13	Not Recorded		Voice
14	Not Recorded		Voice
15	Not Recorded		Voice
16	Not Recorded		Voice
17	Not Recorded		Voice
18	Not Recorded		Voice
19	Not Recorded		Voice

3. In the Greeting box type a descriptive name for the greeting and click the **Submit** button.



Greetings Tables

1. The Greeting Tables configuration screen is accessed by opening the **Auto-Attendant** menu, and then clicking on the **Greetings Table** link.



- Click on the **Change** link for the Greeting Table you want to configure. The Greeting Table configuration screen appears.

Greeting Table 4 Setup

	Morning	Afternoon	Evening	Non Business
Step 1	Greeting: <input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
	CCR Tree: <input type="text" value="None"/>	<input type="text" value="None"/>	<input type="text" value="None"/>	<input type="text" value="None"/>
	Disable DN Dialing: <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Step 2	Monday: <input type="text" value="12:00 AM"/>	<input type="text" value="12:00 PM"/>	<input type="text" value="6:00 PM"/>	<input type="text" value="6:00 PM"/> (eg 12:00 AM)
	Tuesday: <input type="text" value="12:00 AM"/>	<input type="text" value="12:00 PM"/>	<input type="text" value="6:00 PM"/>	<input type="text" value="6:00 PM"/> (eg 12:00 AM)
	Wednesday: <input type="text" value="12:00 AM"/>	<input type="text" value="12:00 PM"/>	<input type="text" value="6:00 PM"/>	<input type="text" value="6:00 PM"/> (eg 12:00 AM)
	Thursday: <input type="text" value="12:00 AM"/>	<input type="text" value="12:00 PM"/>	<input type="text" value="6:00 PM"/>	<input type="text" value="6:00 PM"/> (eg 12:00 AM)
	Friday: <input type="text" value="12:00 AM"/>	<input type="text" value="12:00 PM"/>	<input type="text" value="6:00 PM"/>	<input type="text" value="6:00 PM"/> (eg 12:00 AM)
	Saturday: <input type="text" value="12:00 AM"/>	<input type="text" value="12:00 PM"/>	<input type="text" value="6:00 PM"/>	<input type="text" value="6:00 PM"/> (eg 12:00 AM)
	Sunday: <input type="text" value="12:00 AM"/>	<input type="text" value="12:00 PM"/>	<input type="text" value="6:00 PM"/>	<input type="text" value="6:00 PM"/> (eg 12:00 AM)
Step 3	Attendant Extension: <input type="text"/>			
	Language Preference: <input type="text" value="Primary"/>			
Step 4	Menu Repeat Key: <input type="text" value="None"/>			
Step 5	Custom Auto-Attendant Menu Prompts			
	Enable:	<input type="checkbox"/>		
	Primary Prompt:	Not Recorded	<input type="button" value="Voice..."/>	
	Alternate Prompt:	Not Recorded	<input type="button" value="Voice..."/>	
	<input type="button" value="Submit"/>		<input type="button" value="Cancel"/>	

Step 1 – Greetings, CCR Tree Assignment & Disabling DN Dialing

For each Greeting Table you can assign what greeting plays and what CCR Tree calls route to, depending on the time of day. You do not have to assign a CCR Tree to a Greeting Table, but if you want to assign a CCR Tree to a Greeting Table you must build it first.

If you do not assign a CCR Tree to a Greeting Table, the caller hears the greeting you assign, then the Automated Attendant menu prompt. If you assign a greeting and a CCR Tree to a Greeting Table, the caller hears the greeting you assign and is then routed to a CCR Tree.

- Select the Company Greeting number you want to use from the drop down list. If you do not wish the callers to hear a Company Greeting, select a Company Greeting number that has not been recorded.

2. Assign the CCR tree you wish to use with this Greeting Table. Refer to the **Custom Call Routing Guide** for more information on CCR trees.

Disabling Name and Extension Dialling

Callers can search the Company Directory for a name, or enter an extension number, to direct their calls. The call rings at the appropriate telephone. You can send calls to the appropriate mailbox instead, depending on time of day.

If you disable name and extension dialling, when a caller dials an extension or name, the call goes to the corresponding mailbox. If no initialized mailbox exists for the extension the caller hears “The person you have called is not available” followed by the CCR menu voice prompt. If a fax machine calls the Automated Attendant or CCR tree at a time of day when you have disabled DN dialling, the call is transferred to the fax extension.

3. Select the Disable DN Dialling check box for any time of day when you do not want callers to be able to use name or extension dialling.

Step 2 – Setting the Business Hours

Setting the Business Hours determines when each greeting is played on the Greeting Tables. Business Hours are divided into Morning, Afternoon, Evening, and Non-business hours for each of the seven days of the week for each Greeting Table.

For days that your business is not open, set the Morning, Afternoon and Evening start times to 12:00 a.m. (midnight), and then set the Non-Business start time to 12:01 a.m.. The Non-business greeting plays throughout the day. You can turn the Non-business greeting on and off using the Business Status feature. If the Business Status is Off, the Non-business greeting plays until the Business Status is On. Refer to the **Operator Settings** section of this guide for more information.

3. For the day of the week you want to configure, type a start time in the **Morning, Afternoon, Evening** and **Non-business** boxes.

Step 3 - Assigning a Greeting Table Attendant

The Greeting Table Attendant overrides the designated Operator. If the Attendant does not answer, the call goes to the Attendant extension. If you do not specify an Attendant extension, the call goes to the General Delivery Mailbox.

4. In the **Attendant Extension** box, type the extension of the Greeting Table Attendant.

Step 4 – Language Preference

5. From the **Language Preference** list box, select Primary or Alternate as the language used for voice prompts. Callers hear greetings in this language unless they press the designated key to switch to the other setting. Language Preference is not available unless bilingual operation is configured.
6. From the **Menu Repeat Key** list box, choose a digit that lets callers repeat the current menu prompt. The Menu Repeat Key is optional. The Menu Repeat Key takes priority over any CCR Trees and Automated Attendant menus that are already configured, and applies to all CCR Trees in the Greeting Table. If you choose 0 as the Menu Repeat Key, it prevents callers from being able to revert to the Attendant or CCR Trees, in favour of Menu Repeat.

Step 5 – Custom Auto Attendant Prompts

With a Custom Menu prompt you can provide callers with a list of options such as choosing the Alternate Language, accessing the Company Directory or reaching an Operator. A Greeting Table has two Custom Menu prompts: one for a Primary prompt and one for an Alternate prompt, for example “Press 9 for French”.

Note: If CCR Trees have been applied in Step 1, the CCR Tree prompts will override the standard and Custom Auto-Attendant prompts.

7. Select the **Enable** check box if you want the Auto Attendant to use custom Primary and Alternate language menu prompts. The record status of the Primary and Alternate prompts is shown. If you do not select the Enable check box, the Auto Attendant uses standard prompts.
8. If you wish the caller to have the option of hearing the menu again select which key to press for this action (0-9 Though this number should not conflict with a tree menu option or other alternate prompt key.)

Note: To allow callers to choose the Alternate prompt, the “Enable Bilingual” option should be selected in the Call Pilot System Properties. Refer to the **CallPilot Manager & Mailboxes Guide** for more information.

9. To record the primary and the alternate prompts, click the **Voice** button and follow the steps in the **Recording Prompts** section of this guide to record a greeting.
10. Click the **Submit** button to configure the Greetings Tables.

Holiday Greeting Schedules

You can create a list of holidays with their own special greetings in the Holiday List. The Holiday List can have a maximum of 100 holidays. For each holiday you can assign greetings and CCR Trees based on the time of day. You can create holidays that occur once, or recurring holidays that take place on the same day each year, such as Christmas Day, which occurs on December 25 every year.

Recording the Holiday Greetings

1. Click the **Auto-Attendant** heading.
2. Click the **Company Greetings** link. The Company Greetings screen appears. In this example greeting 12 will be used.

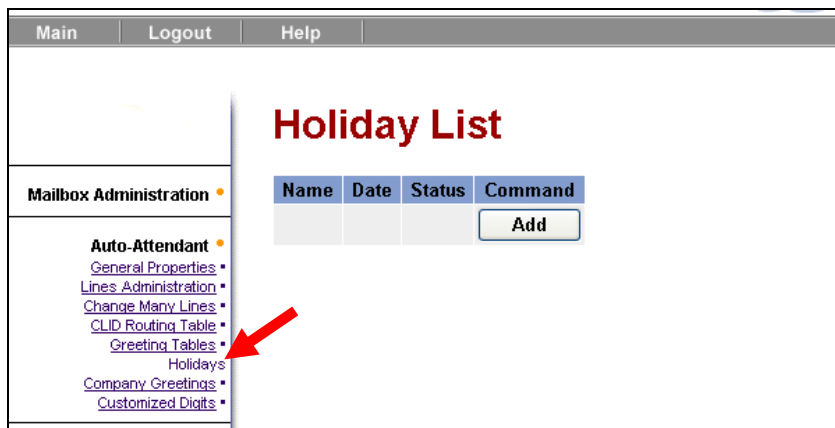
Company Greeting	Status	Caption	Commands
1	Recorded		Add Caption Voice
2	Not Recorded		Voice
3	Recorded	Test	Change Caption Voice
4	Not Recorded		Voice
5	Not Recorded		Voice
6	Not Recorded		Voice
7	Not Recorded		Voice
8	Not Recorded		Voice
9	Not Recorded		Voice
10	Recorded		Add Caption Voice
11	Recorded	Hols Greeting1	Change Caption Voice
12	Not Recorded		Voice
13	Not Recorded		Voice
14	Not Recorded		Voice
15	Not Recorded		Voice
16	Not Recorded		Voice
17	Not Recorded		Voice
18	Not Recorded		Voice
19	Not Recorded		Voice
20	Not Recorded		Voice

3. Click the **Voice** link for the greeting you want to record and follow the steps in the **Recording Prompts** section of this guide to record a greeting from your computer.

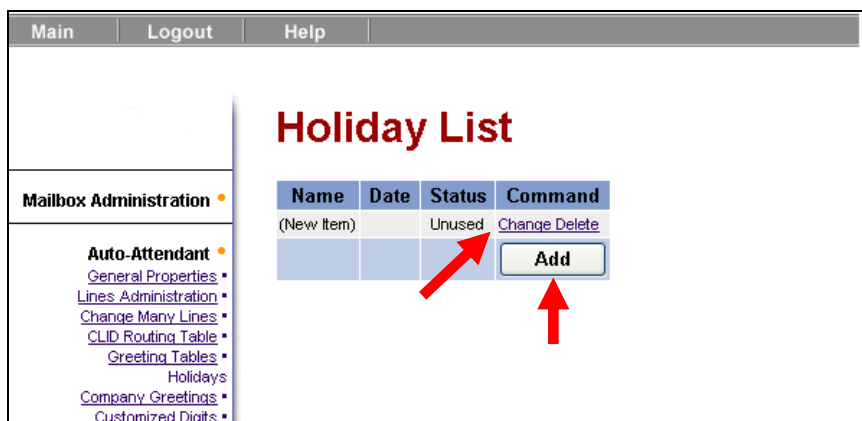
Adding Entries to the Holiday List

1. Click the **Auto-Attendant** heading.
2. The **Lines Administration** page appears.

3. Click the **Holidays** link.



4. The Holiday List page appears.
5. Click on the **Add** button and a new item will appear in the list.
6. Click on the **Change** link.



7. The new holiday will be displayed.

8. In the **Name** box enter a name for the holiday. The name can be a maximum of 63 characters.
9. From the **Date** boxes select a month and a day. You can enter February 29 if you are creating a recurring holiday, because a match will occur every Leap Year, or if you are not creating a recurring holiday, but the year to which the date applies is a Leap Year.
10. Select the **Occurs every year on the same date** check box if the date occurs every year on the same date, such as Valentine's Day, which always occurs on February 14. Do not select the check box if the holiday does not occur every year on the same day.
11. From the **Morning, Afternoon, Evening and Non-business list boxes**, select a greeting, from 1 to 250 that you want to use. The defaults are 1 for Morning, 2 for Afternoon, 3 for Evening and 4 for Non-business. These greeting numbers play during the periods you define in the Hours settings.
12. From the **CCR Tree list box** select the CCR Tree you want calls to route to for each time of day.
13. If you do not want calls to route to a CCR Tree, select **None**. Assigning a CCR Tree is optional. You must build a CCR Tree before you can assign it.

Note: If no CCR Tree is selected the standard auto attendant prompts will play after the greeting.

14. In the **Hours** boxes enter the start times for the Morning, Afternoon, Evening and Non-Business greetings. These times determine when greetings and CCR Trees apply to the holiday.

15. Click the **Submit** button.

16. Holidays can be Changed or Deleted as required.

Name	Date	Status	Command
Summer Bank Holiday	August 30, 2010	Pending	Change Delete
Christmas Day	December 25	Repeating	Change Delete
			<input type="button" value="Add"/>

Holiday Status

The Status column in the Holiday List shows the status of the holidays. You can edit, update or delete holidays from here. After a holiday expires, you can open and edit it so it applies to the upcoming year.

Name	Date	Status	Command
Summer Bank Holiday	August 30, 2010	Pending	Change Delete
Christmas Day	December 25	Repeating	Change Delete
			<input type="button" value="Add"/>

- **Unused:** A holiday not yet configured
- **Today:** A holiday that matches the system date. If a holiday occurs on the day you access the Holiday List, the status shows “Today”.
- **Repeating:** A holiday that has been configured to recur every year.
- **Pending:** A holiday that is configured to take place once in the future.
- **Expired:** A holiday that has been configured for the past, and will not reoccur.

Lines Administration

The system can answer all your incoming lines, or just the lines you specify. Before the system can answer an incoming line, you must assign the line and set the Answer status to Yes. Each line you configure is answered by Greeting Table 1 unless you specify another table.

You can assign the system to answer incoming calls after a specified number of rings. The number of rings ranges from 0 to 12. If you leave the number of rings at zero, the system answers immediately.

Configuring the Auto-Attendant to Answer Lines

1. Click the **Auto-Attendant** heading.
2. Click the **Lines Administration** link. The Lines Administration page appears.

Line	Answer Mode	Table/Skillset	Rings	Command
1	No	---	0	Change
2	No	---	0	Change
3	No	---	0	Change
4	No	---	0	Change
5	No	---	0	Change
6	No	---	0	Change
7	No	---	0	Change
8	No	---	0	Change
9	No	---	0	Change
10	No	---	0	Change
11	No	---	0	Change
12	No	---	0	Change
13	No	---	0	Change
14	No	---	0	Change
15	No	---	0	Change
16	No	---	0	Change
17	No	---	0	Change
18	No	---	0	Change
19	No	---	0	Change

3. Click the **Change** link for the Line you want to change. The **Line Properties** page appears.



The screenshot shows a web form titled "Line Properties" in red text. The form contains the following fields and controls:

- Line Number:** A text input field containing the value "245".
- Answer Mode:** A dropdown menu with "Auto-Attendant" selected.
- Table/Skillset Number:** A text input field containing the value "1".
- Number of Rings:** A dropdown menu with "0" selected.
- At the bottom, there are two buttons: "Submit" and "Cancel".

4. From the **Answer Mode** list box, select **Auto Attendant**.
5. In the **Table/Skillset Number** box, type the Greeting Table number you want to assign to the line selected.
6. In the **Number of Rings** box, select the number of rings before CallPilot answers.
7. Click the **Submit** button.

To Configure Answering for Several Lines

1. Click the **Auto-Attendant** heading.
2. Click the **Change Many Lines** link. The Change Many Lines page appears.

3. In the **From** and the **To** boxes, type the range of lines you want to configure answering for.

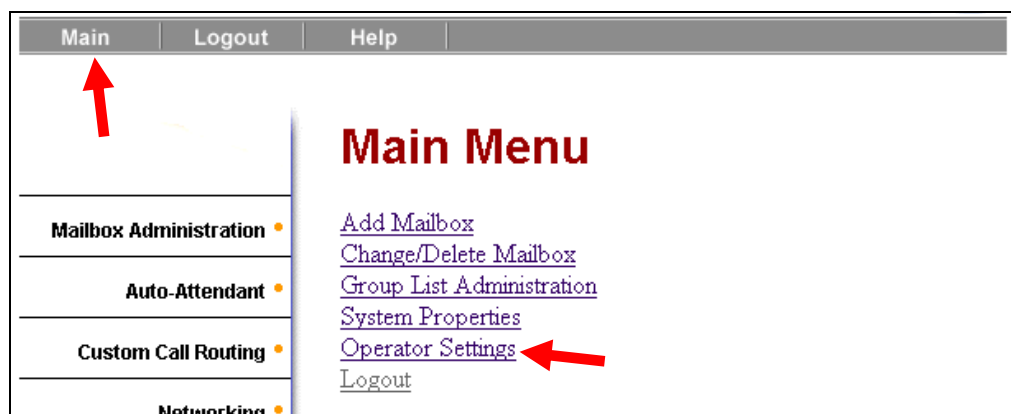
4. From the **Answer Mode** list box, select **Auto-Attendant**.
5. In the **Table/Skillset Number** box, type the Greeting Table number you want to assign to the lines.
6. In the **Number of Rings** box, select the number of rings before the system answers.
7. Click the **Submit** button.

Operator Settings

With the Operator settings you can:

- Set the Operator Status to On or Off.
- Change the Operator password.
- Set the Business Status.
- Assign CallPilot Line answering.

1. The **Operator** settings can be accessed by clicking on the **Main** menu, and then selecting **Operator Settings**.



- The **Operator Settings** screen will then appear.

The screenshot shows a web-based interface for configuring operator settings. At the top, there are three navigation tabs: 'Main', 'Logout', and 'Help'. The main heading is 'Operator Settings' in a large, bold, red font. Below this, there are five configuration items, each with a label and a control element:

- Attendant Available:** A checkbox that is currently checked.
- Business Open:** A checkbox that is currently checked.
- Answer Lines:** A checkbox that is currently checked.
- Attendant:** A text input field containing the number '221'.
- Reset Operator Password:** An unchecked checkbox.

At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'.

Setting the Attendant Status

When your company Receptionist or Operator is available to respond to callers, set the Attendant Available Status to Yes. When your company Receptionist or designated Operator goes for a break or leaves in the afternoon set the Attendant Available Status to No.

When the Automated Attendant Status is set to No, a caller who requests an Operator is informed the Operator is not available, and is transferred to the Menu options to dial another extension or leave a message.

- Check the **Attendant Available** option if the Operator is available. Un-check the option if the Operator is not available.

Set the Business Open Status

The Business Open setting overrides the scheduled times programmed for the Morning, Afternoon, and Evening in the Greeting Tables. When Business Open is set to Yes, greetings are played according to the time scheduled in the Greeting Tables. For example, if Business Open is set to Yes, the Morning, Afternoon and Evening Greetings play automatically according to the start times programmed in the Greeting Tables.

When the Receptionist or designated Operator sets the Business Open to No at the end of the business day or prior to the weekend, the Non-business hours Greeting continues to play until the Business Open is set to Yes.

Ask the Receptionist or designated Operator to select the Business Open check box in the morning when your company opens. Ask the Receptionist or designated Operator to clear the Business Open check box at the end of the business day.

4. Select the **Business Open** check box if you want to enable the Business Open setting. Clear this option to set the Business Open status to No (closed).

Set the Answer Line Status

CallPilot can answer all your Central Office (CO) lines included in line configuration. When Answer Lines is enabled, CallPilot answers all incoming calls and presents each caller with the Company Greeting and Automated Attendant Menu. You can designate whether or not CallPilot answers your company lines.

If Answer Lines is disabled, CallPilot does not answer incoming calls. All incoming calls must be answered and routed by your company Receptionist.

The Answer Lines status also relates to the Call Center. If this option is cleared, any lines assigned to the Contact Center will not be answered by Call Pilot.

5. Select the **Answer Lines** check box to have your lines answered by CallPilot. Clear this option if you do not want Call Pilot to answer these lines.

Set the Attendant Extension

Whenever anyone asks to speak to your company Receptionist or Operator, CallPilot transfers the call to the Attendant extension. You can change the Receptionist or designated Operator extension number. If the Attendant extension number changes, you must change the extension of the General Delivery Mailbox to the new extension number of the Operator.

Callers can request to speak to your company Receptionist or designated Operator when the Automated Attendant prompt announces the option and the Operator status is set to Yes. Callers who request an Operator are transferred to the new extension. If the Operator does not answer, the call transfers to the General Delivery Mailbox.

6. In the **Attendant** box, type the Operator's extension number.

Resetting the Operator Password

You can reset the Operator password to the default at any time. The default Operator password is 67372867(Operator).

7. Select the **Operator Password** check box.
8. Click the **Submit** button to configure the Operator Settings.

Advanced Auto-Attendant Configuration

This section details features, functions, and operations that may not be necessary in all situations.

CLID Routing Table

Set up a CLID Routing Table to control how calls are routed based on their Caller Identification. The CLID Routing Table routes recognized incoming telephone numbers to the appropriate destinations. You can set up the CLID Routing Table to direct frequent callers to a specific extension or mailbox, CCR Tree or Greeting Table. To use a CLID Table, your incoming lines must be equipped with Caller Identification service.

If an incoming call has a CLID value that matches an entry in the CLID Routing Table, the call is directed according to the CLID Routing Table rather than the Greeting Table. After the call is directed, the call disconnects or returns to the routing according to the Return to Auto-Attendant setting.

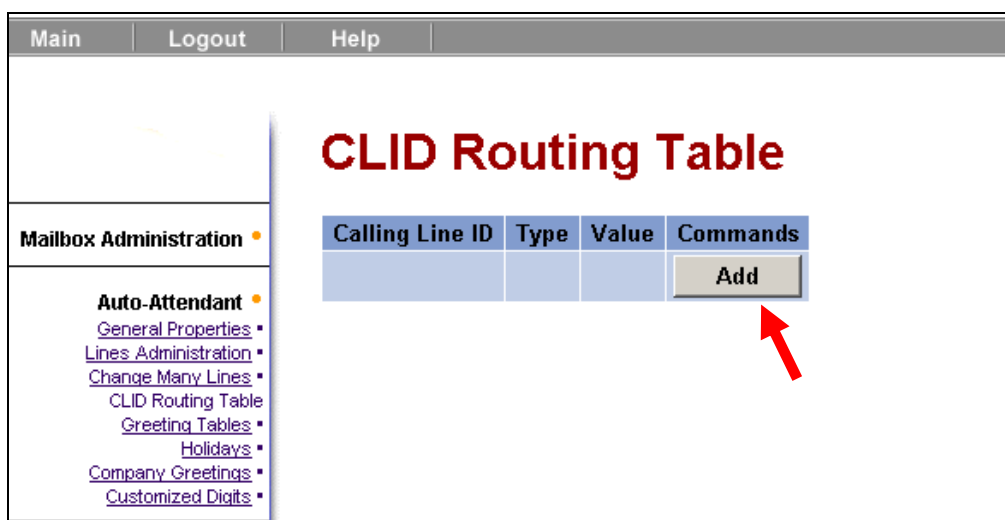
Note that as well as entering full CLID references, such as 01244 670200, an area code can be entered. For example if 01244 is entered, all CLID's received starting with that area code will be recognized and transferred to the programmed destination.

Adding a Telephone Number to the CLID Routing Table

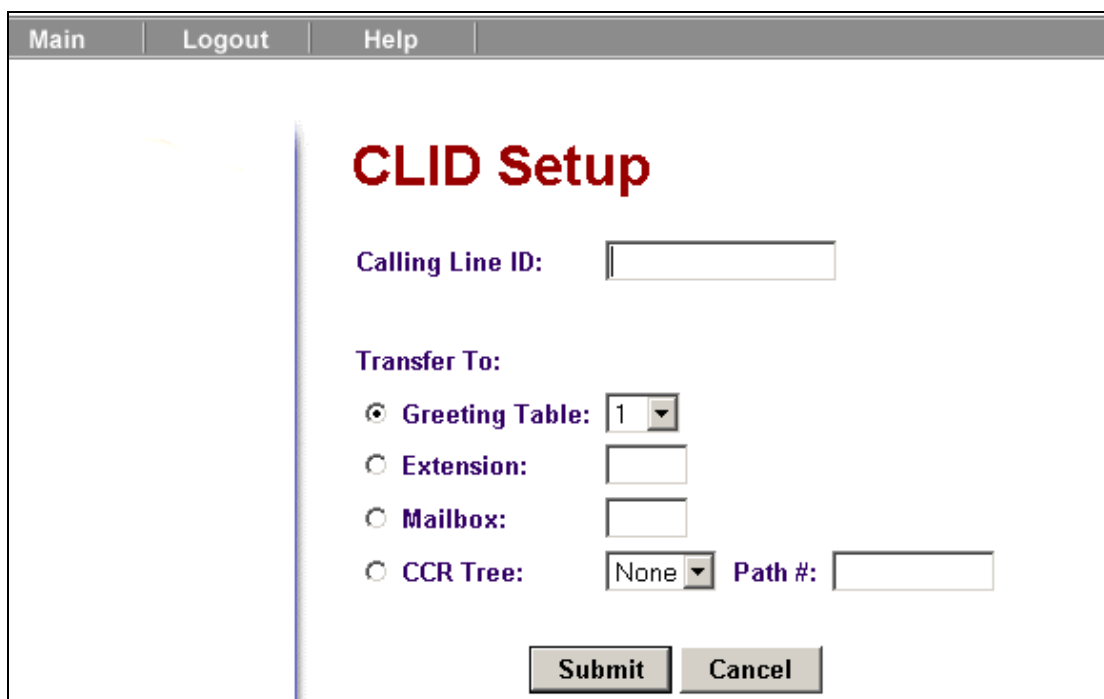
1. Click the **Auto-Attendant** heading.
2. Click the **CLID Routing Table** link. The **CLID Routing Table** page appears.

Line	Answer Mode	Table/Skillset	Rings	Command
1	No	---	0	Change
2	No	---	0	Change
3	No	---	0	Change
4	No	---	0	Change
5	No	---	0	Change
6	No	---	0	Change
7	No	---	0	Change
8	No	---	0	Change
9	No	---	0	Change

3. Click the **Add** button.



4. The **CLID Setup** page appears.



5. In the **Calling Line ID** box type the telephone number you want to add.
6. At the **Transfer To** option, assign how you want the telephone number to transfer. If you want calls from this number to transfer to:
 - A Greeting Table, select the **Greeting Table** option and from the list box select a Greeting Table number.
 - An extension, select the **Extension** option and in the box type the destination extension number.
 - A mailbox, select the **Mailbox** option and in the box type the destination mailbox number.

- A CCR Tree, select the **CCR Tree** option, from the list box select the CCR Tree number.
7. You can leave the Path box empty to route the caller to the Home node of the Tree. To route the caller to a specific node of a Tree, in the **Path** box type the sequence of digits the caller presses to go from the Home menu to the target node.
 8. Click the **Submit** button.

Service Directory Number Table

Service DN features

The Service Directory Number (DN) Table links individual directory numbers to specific features. You set up the Service DN Table with entries that map a DN to a feature.

The Service DN Table can have a maximum of 30 entries.

To receive Service DN treatment, a caller must dial the Service DN directly.

A caller who is redirected to the Service DN, for example, from Call Forward All Calls, does not receive the Service DN treatment.

When callers dial the DN, they connect to the feature that you set up in the Service DN Table.

A Service DN can be a:

DN associated with a Business Series set.

- You must plug the set into the BCM for the DN to function as a Service DN.
- The DN must be set to Call Forward All Calls (CFAC) or Call Forward No Answer (CFNA) to the voicemail DN.

DN associated with a GASI port.

- You do not have to plug the analog phone set into the BCM for the DN to function as a Service DN.
- The DN must be set to Call Forward All Calls (CFAC) or Call Forward No Answer (CFNA) to the voicemail DN.

Hunt group DN.

- You must set the overflow DN for the corresponding hunt group to the voicemail DN.

For example a hunt group is required that will forward unanswered calls to Greeting Table 2.

To configure this scenario:

- Set the hunt group overflow DN to be equal to the voice mail DN.
- Then program the hunt group DN in the Service DN table associating it with Greeting Table 2.

In this example a Service Directory Number has been set up using a Hunt group DN of 397. This will forward unanswered hunt group calls to the auto attendant greeting table 2.

The screenshot shows the 'Service Directory Number Table' interface. On the left is a navigation menu with categories like Mailbox Administration, Auto-Attendant, Custom Call Routing, Networking, Contact Center, Reports, Configuration, and Operations. The main area displays a table with the following data:

Service DN	Service Type	Value	Description	Commands
397	Greeting Table	2	Hunt Group fwna to Greeting Table2	Change Delete
				Add

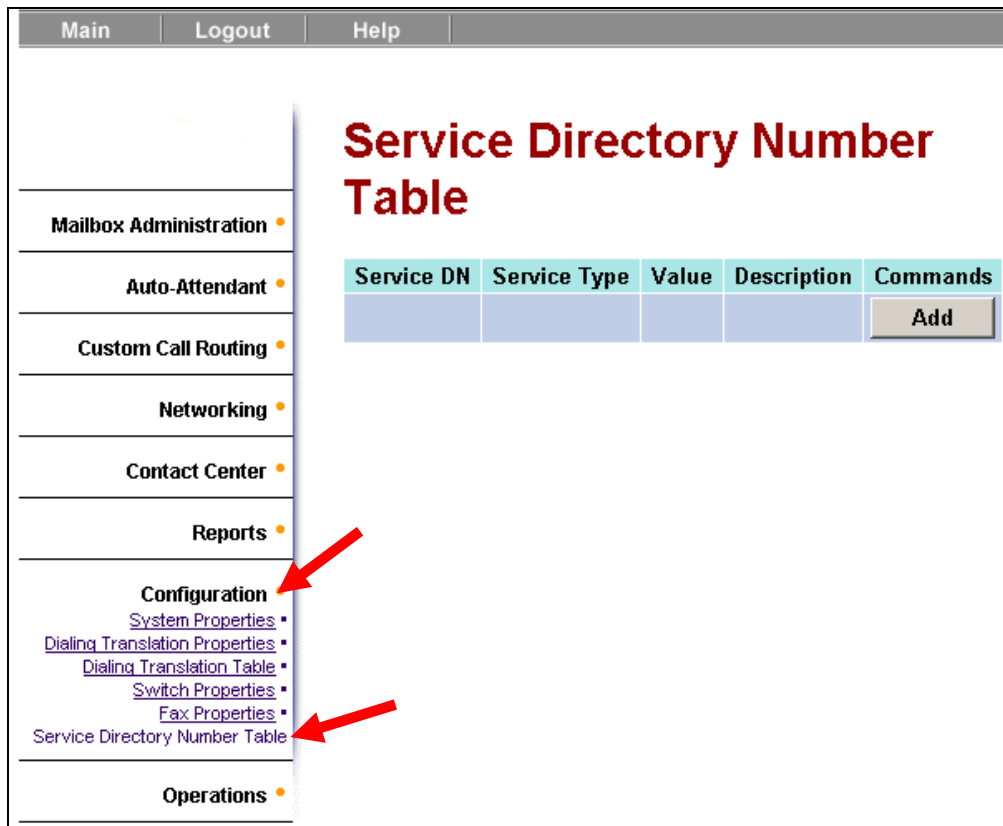
Below the table is a 'Service Directory Number Setup' form. A red bracket highlights the '397' in the table and the '397' in the form's 'Service DN' field. The form contains the following fields and options:

- Service DN:
- Service DN Description:
- Service DN Type:
 - Voice Mail
 - Express Messaging
 - Name Dialing
 - Auto Attendant
 - Greeting Table

At the bottom of the form are 'Submit' and 'Cancel' buttons.

To add a Service Directory Number:

1. Click the **Configuration** link followed by the **Service Directory Number Table** link.



Main Logout Help

Service Directory Number Table

Service DN	Service Type	Value	Description	Commands
				Add

Mailbox Administration •

Auto-Attendant •

Custom Call Routing •

Networking •

Contact Center •

Reports •

Configuration

- System Properties
- Dialing Translation Properties
- Dialing Translation Table
- Switch Properties
- Fax Properties
- Service Directory Number Table

Operations •

2. Click the **Add** button to add a Service Directory Number to the table.



Main Logout Help

Service Directory Number Table

Service DN	Service Type	Value	Description	Commands
				Add

Mailbox Administration •

Auto-Attendant •

Custom Call Routing •

- You will be presented with the Service Directory Number Setup screen.

- In the **Service DN box**, type the directory number you want to add. Do not include hyphens or spaces.

- In the Service DN Description box, type a description of the service you wish to add (Max 50 Characters).

- Select the **Service DN Type**. If you choose a Greeting Table as the Service DN type, the Greeting Table number displays in the Value field in the Service Directory Number Table.

Service DN Type	Description
Voicemail DN	Direct log on to CallPilot voicemail.
Express Messaging	Leave message for any subscriber's mailbox without the subscriber's telephone ringing.
Name Dialing	Connect to a subscriber by spelling the subscriber's name using the dialpad.
Auto Attendant	Connect to Auto Attendant.
Greeting Table	Connect to a Greeting Table, if you are an external caller. Internal callers connect to Auto Attendant.

- Once you have selected the Service DN type click **Submit**.

Avaya Documentation Links

- [CallPilot Manager Set Up and Operation guide](#)
- [CallPilot Programming Record](#)
- [CallPilot Telephone Administration guide](#)

