

# Multimedia Automated Attendant Administration

# 2

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## What's in This Chapter?

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This chapter describes how to define and administer Aria User Interface multimedia automated attendants on a Lucent INTUITY™ AUDIX® Release 4 or greater system.

This chapter will discuss:

- Setting up a main multimedia auto-attendant
- Setting up nested multimedia auto-attendants
- Setting up call routing tables, including:
  - Business schedules
  - Holiday schedules
- Recording and activating greetings for the multimedia auto-attendants
- Setting up fax extensions for the multimedia auto-attendants
- Removing a multimedia auto-attendant
- Replicating a multimedia auto-attendant

# Administration Checklist

[Table 2-1](#) outlines the procedures for setting up a multimedia auto-attendant.

**Table 2-1. MultiMedia Auto-Attendant Administration Checklist**

(√)	Procedure	Reference
	Set up a class of service specifically for the multimedia auto-attendant.	<a href="#">“Setting Up a Multimedia Auto-Attendant Class of Service”</a>
	Set up the main multimedia auto-attendant.	<a href="#">“Setting up the Main Multimedia Auto-Attendant”</a>
	Set up nested multimedia auto-attendants, if applicable.	<a href="#">“Setting Up Nested Multimedia Auto-Attendants”</a>
	Set up a call routing table.  ⇒ <b>NOTE:</b> Complete this procedure only if you want to set up operational schedules.	<a href="#">“Setting Up a Call Routing Table”</a>
	Record and activate greetings for the multimedia auto-attendants.	<a href="#">“Recording Greetings for the Multimedia Auto-Attendants”</a>

## Setting Up a Multimedia Auto-Attendant Class of Service

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To use a multimedia auto-attendant, you need to set up a specific Class of Service (COS) for this auto-attendant.



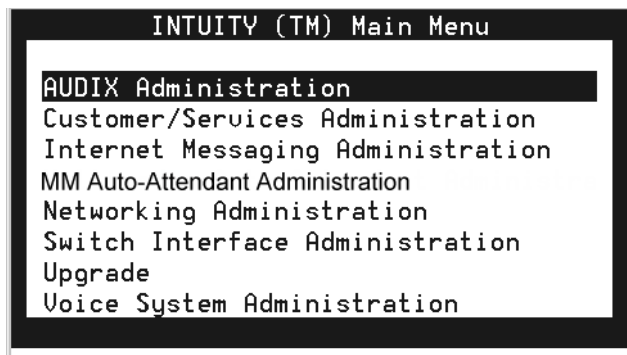
### NOTE:

Be sure that existing users are not already assigned to the COS number being set up.

To set up a COS for the multimedia auto-attendant, do the following:

1. Log in to the INTUITY system as **sa**.

The system displays the INTUITY Administration menu ([Figure 2-1](#)).



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**Figure 2-1. Lucent Intuity Administration Menu**

2. Select

```
> AUDIX Administration
```

The system displays the `enter command:` prompt.

3. Enter **ch cos number** at the `enter command:` prompt, where *number* is the identification number you want to set up as the multimedia auto-attendant's class of service.

The system displays the Class of Service window ([Figure 2-2](#)).

change cos 2Page 1 of 2

CLASS OF SERVICE

Name: class02      COS Number: 2      Modified? y

Addressing Format: extension

Login Announcement Set: System

System Multilingual is OFF      Call Answer Primary Annc. Set: System

Call Answer Language Choice? n      Call Answer Secondary Annc. Set: System

PERMISSIONS Type: call-answer      Announcement Control? n

Outcalling? n      Priority Messages? n      Broadcast: none

IMAPI Access? n      IMAPI Voice File Transfer? n      Fax? n

enter command: change cos 2

**Figure 2-2. Class of Service Window**

4. Complete the fields for the Class of Service window using the information provided in [Table 2-2](#).


 **NOTE:**  
Only the fields listed in [Table 2-2](#) should be administered for the multimedia auto-attendant. All other fields should be left at their default values.

Table 2-2. Class of Service Window Field Descriptions

Field	Description	Valid Input
PERMISSIONS	Defines the types of permissions for this multimedia auto-attendant class of service.	
Priority Messages?	Indicates permission to send priority mail messages.	y is the only valid input for a multimedia auto-attendant
IMAPI Access?	Indicates permission for Lucent INTUITY Messaging Applications Programming Interface (IMAPI) access.	y is the only valid input for a multimedia auto-attendant
IMAPI Message Transfer?	Indicates permission for the INTUITY system server, for this multimedia auto-attendant class of service, to transfer voice, fax, file attachments, and e-mail files over the LAN to a client PC.	y is the only valid input for a multimedia auto-attendant
Fax Creation?	Indicates permission to enable fax for this multimedia auto-attendant class of service.	y is the only valid input for a multimedia auto-attendant if you want to enable the fax creation feature.

5. Press **F3** (Enter).
- The system displays the following confirmation message:  
  
Command Successfully Completed.
6. Type **exit** at the `enter` command: prompt.
- The system returns to the INTUITY Administration menu.
7. Continue with the next procedure, ["Setting up the Main Multimedia Auto-Attendant"](#).

## Setting up the Main Multimedia Auto-Attendant

To set up a main multimedia auto-attendant, do the following:

- Starting at the INTUITY Administration menu, select

> MM Auto-Attendant Administration

> Auto-Attendant Administration

The system displays the Auto-Attendant Administration window ([Figure 2-3](#)).

Auto-Attendant Administration

Auto-Attendant (AA): 5079      Allow Call Transfer?: n      Main AA?: n

Name:      Password: \*\*\*\*\*      COS:

GREETING NUMBER -      Internal: 1      External: 1      Out of Hours: 1

Button	Extension	Treatment	Comment
1:			
2:			
3:			
4:			
5:			
6:			
7:			
8:			
9:			
0:			
Timeout:			

Length of Time-Out On Initial Entry: 6      TUI Style: aria

**Figure 2-3. Auto-Attendant Administration Window**

- Complete the fields for Auto-Attendant Administration window using the information provided in [Table 2-3](#).

Table 2-3. Auto-Attendant Administration Window  
Field Descriptions


Field	Description	Valid Input
Auto-Attendant (AA) :	Indicates the main multimedia auto-attendant extension is being administered.	3 to 10 digits
Allow Call Transfer?	Indicates whether this multimedia auto-attendant extension will support call transfer out of the Intuity system.	y or n; the default is n
Main AA?	Indicates whether this is the main multimedia auto-attendant.	y is the only valid input for a main auto-attendant
Name :	<div>Name associated with this multimedia auto-attendant.</div> <div> <b>NOTE:</b> Make changes to this field using the Auto-Attendant Administration window (<a href="#">Figure 2-3</a>), not the AUDIX screens.</div>	1 to 29 alphabetic characters

Table 2-3. Auto-Attendant Administration Window  
Field Descriptions




Field	Description	Valid Input
Password :	<p>Password the user uses to log in to this multimedia auto-attendant mailbox.</p> <p> <b>NOTE:</b> Make changes to this field using the Auto-Attendant Administration window (<a href="#">Figure 2-3</a>), not the AUDIX screens.</p>	0 to 15 digit number; the default is blank
COS :	<p>Class of service number for this multimedia auto-attendant.</p> <p> <b>NOTE:</b> This COS must be previously set up before assigning it to this multimedia auto-attendant. For more information, see <a href="#">“Setting Up a Multimedia Auto-Attendant Class of Service”</a>.</p> <p> <b>NOTE:</b> Make changes to this field using the Auto-Attendant Administration window (<a href="#">Figure 2-3</a>), not the AUDIX screens.</p>	An integer from 0 to 11



Table 2-3. Auto-Attendant Administration Window  
Field Descriptions

Field	Description	Valid Input
GREETING NUMBER	Indicates which greeting will be administered for internal, external, or out of hours calls.	
Internal:	The greeting number to be used for internal calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is 1
External:	The greeting number to be used for external calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is 1
Out of Hours:	The greeting number to be used for out-of-hours calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is 1
Button (1-0)	Telephone buttons to be defined for call transfer functions.	Display only
Extension	The extension to be mapped to this telephone button.	Extension to which the INTUITY system connects a call when a caller presses the associated button number.

Table 2-3. Auto-Attendant Administration Window  
Field Descriptions


Field	Description	Valid Input
Extension (continued)	 <b>NOTE:</b> If the Address Format field on the Change Subscriber screen under AUDIX administration is set to extension, the <b>e</b> you enter here refers to dial by extension. If the Address Format field on the Change Subscriber screen under AUDIX is set to name, the <b>e</b> you enter here refers to dial by name.	The extension could lead to a nested multimedia auto-attendant, an AUDIX auto-attendant, ring at a telephone, or connect directly to a voice mailbox or fax machine.  Enter <b>e</b> if you want the Intuity system to allow the caller to dial any extension or name beginning with the associated button number/letter. The associated voice prompt will instruct the caller to enter an extension or name.
Treatment	Identifies how the INTUITY system handles a call when this telephone button is pressed.	

Table 2-3. Auto-Attendant Administration Window  
Field Descriptions

Field	Description	Valid Input
Treatment (continued)		<p><b>Enter fax</b> to allow material to be faxed back to the caller.</p> <p><b>Enter submenu</b> to transfer the call to a nested multimedia auto-attendant without going through the switch.</p> <p><b>Enter transfer to</b> transfer the call directly to the corresponding extension number. The transfer must be a valid number on the switch for this to function correctly.</p> <p><b>Enter guest greeting</b> to initiate the guest greeting feature. This feature is used when users who have voice mailboxes call in for messages, but do not have actual telephone extensions on the switch. A valid subscriber must be created for this to function correctly.</p>

Table 2-3. Auto-Attendant Administration Window  
Field Descriptions


Field	Description	Valid Input
Treatment (continued)		 <b>NOTE:</b> Regardless of the interface style, a guest greeting treatment will force an Aria style call-answer to be executed.
Treatment (continued)		<b>Enter call-answer</b> to transfer the call directly to the mailbox for this extension without actually ringing the subscriber's telephone. A valid subscriber must be created for this to function correctly.
Comment	This is an optional field that can be used for any notation that may help to identify the extension. This could be helpful should you need to modify the auto-attendant's functions or re-record the auto-attendant menu at a later date.	1 to 29 alphanumeric characters

Table 2-3. Auto-Attendant Administration Window  
Field Descriptions

Field	Description	Valid Input
Timeout	Indicates how calls will be handled once the time-out period has elapsed.	
Length of Time-Out on Initial Entry	Indicates the number of seconds the system will wait for a response from the caller.	0 to 99; the default is 6
TUI Style:	Indicates the TUI style.	Aria or AUDIX. The default is Aria.  Global Commands: <ul style="list-style-type: none"><li>■ Aria: Press * to back up the menu tree.</li><li>■ AUDIX: Press *# to back up the menu tree.</li><li>■ AUDIX: Press *r to go to the beginning of the menu tree.</li><li>■ Aria/AUDIX: Press **n for a directory of names.</li></ul>

(7 of 7)



NOTE:

If your system is a High Capacity system with Aria, and you want to use an extension for a remote multimedia auto-attendant, a remote auto-attendant, or a remote subscriber in the High Capacity cluster, you must specify one of the following treatments:

- For a remote AUDIX auto-attendant: transfer or call answer.
- For a remote main multimedia auto-attendant: transfer or call answer.
- For a remote subscriber: transfer, call answer, or guest greeting.

3. Press **[F8]** (Chg-Keys).

4. Press **(F1)** (Add).

The system returns to the Auto-Attendant Administration window.

5. To complete a business schedule, holiday schedule, and set up a routing table, see [“Business Schedules”](#), [“Holiday Schedules”](#), and [“Setting Up a Routing Table”](#), respectively.
6. Continue with the [“Setting Up Nested Multimedia Auto-Attendants”](#) procedure if you want to establish nested auto-attendants or the [“Recording Greetings for the Multimedia Auto-Attendants”](#) procedure if you are only setting up a main auto-attendant and want to have a greeting assigned to it.

## Setting Up Nested Multimedia Auto-Attendants

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To set up a nested multimedia auto-attendant, do the following:

1. Starting at the Auto-Attendant Administration window, complete the fields using the information provided in [Table 2-4](#).

Table 2-4. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
Auto-Attendant (AA) :	The extension for the nested multimedia auto-attendant being administered.	3 to 10 digits
Allow Call Transfer?	Indicates whether this multimedia auto-attendant extension supports call transfer out of INTUITY system.	y or n. n is the default.
Main AA?	Indicates whether this is the main multimedia auto-attendant.	n is the only valid input for a nested auto-attendant  ⇒ NOTE: If you inadvertently enter y in this field, you are creating a new main auto-attendant instead of a nested auto-attendant.
Name :	Name associated with this multimedia auto-attendant.  ⇒ NOTE: This field is only used when setting up the main auto-attendant.	⇒ NOTE: It is not necessary to complete this field if you are creating a nested auto attendant.
Password :	Password the user must use to log into this multimedia auto-attendant mailbox.  ⇒ NOTE: This field is only used when setting up the main auto-attendant.	⇒ NOTE: It is not necessary to complete this field if you are creating a nested auto attendant.

Table 2-4. Auto-Attendant Administration Window Field Descriptions




Field	Description	Valid Input
COS :	<div>Class of service number for this multimedia auto-attendant.</div> <div> <b>NOTE:</b> This field is only used when setting up the main auto-attendant.</div>	<div> <b>NOTE:</b> It is not necessary to complete this field if you are creating a nested auto attendant.</div>
GREETING NUMBER	Indicate which greeting will be administered for internal, external, or out of hours calls.	
Internal :	The greeting number to be used for internal calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is 1
External :	The greeting number to be used for external calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is 1
Out of Hours :	The greeting number to be used for out-of-hours calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is 1
Button (1-0)	Telephone buttons to be defined for call transfer functions.	Display only
Extension	<div>The extension to be mapped to this telephone button.</div> <div> <b>NOTE:</b> If the Address Format field on the Change Subscriber screen under AUDIX administration is set to extension, the <b>e</b> you enter here refers to dial by extension. If the Address Format field on the Change Subscriber screen under AUDIX is set to name, the <b>e</b> you enter here refers to dial by name.</div>	<div>Extension to which the INTUITY system connects a call when a caller presses the associated button number.</div> <div>The extension could lead to a nested multimedia auto-attendant, an AUDIX auto-attendant, ring at a telephone, or connect directly to a voice mailbox or fax machine.</div>



Table 2-4. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
Extension (continued)		Enter <b>e</b> if you want the Intuity system to allow the caller to dial any extension or name beginning with the associated button number/letter. The associated voice prompt will instruct the caller to enter an extension or name.
Treatment	Identifies how the INTUITY system handles a call when this telephone button is pressed.	

Table 2-4. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
Treatment (continued)		<p><b>Enter fax</b> to allow material to be faxed back to the caller.</p> <p><b>Enter submenu</b> to transfer the call to a nested multimedia auto-attendant without going through the switch.</p> <p><b>Enter transfer to</b> transfer the call directly to the corresponding extension number. The transfer must be a valid number on the switch for this to function correctly.</p> <p><b>Enter guest greeting</b> to initiate the guest greeting feature. This feature is used when users who have voice mailboxes call in for messages, but do not have actual telephone extensions on the switch. A valid subscriber must be created for this to function correctly.</p>

Table 2-4. Auto-Attendant Administration Window Field Descriptions


Field	Description	Valid Input
Treatment (continued)		 <b>NOTE:</b> Regardless of the interface style, a guest greeting treatment will force an Aria-style call-answer to be executed.  <b>Enter call-answer</b> to transfer the call directly into the mailbox for this extension without actually ringing the subscriber's telephone. A valid subscriber must be created for this to function correctly.
Comment	An optional field that can be used for any notation that may help to identify the extension. This could be helpful should you need to modify the auto-attendant's functions or re-record the auto-attendant menu at a later date.	

Table 2-4. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
Timeout	Indicates how calls will be handled once the time-out period has elapsed.	
Length of Time-Out on Initial Entry	Indicates the number of seconds the system will wait for a response from the caller.	0 to 99; the default is <b>6</b>
TUI Style:	Indicates the TUI style.	Aria or AUDIX. Aria is the default.  Global Commands: <ul style="list-style-type: none"><li>■ Aria: Press * to back up the menu tree.</li><li>■ AUDIX: Press *# to back up the menu tree.</li><li>■ AUDIX: Press *r to go to the beginning of the menu tree.</li><li>■ Aria/AUDIX: Press **n for directory of names.</li></ul>

(6 of 6)



**NOTE:**

If your system is a High Capacity system with Aria, and you want to use an extension for a remote multimedia auto-attendant, a remote auto-attendant, or a remote subscriber in the High Capacity cluster, you must specify one of the following treatments:

- For a remote AUDIX auto-attendant: transfer or call answer.
- For a remote main multimedia auto-attendant: transfer or call answer.
- For a remote subscriber: transfer, call answer, or guest greeting.

2. Press **F8** (Chg-Keys).

3. Press **F1** (Add).

The system returns to the Auto-Attendant Administration window.

4. To complete a business schedule, holiday schedule, and set up a routing table, see [“Business Schedules”](#), [“Holiday Schedules”](#), and [“Setting Up a Routing Table”](#), respectively.
5. Continue with [“Recording Greetings for the Multimedia Auto-Attendants”](#) if you want to have greetings assigned to the nested attendants.

## **Setting Up a Call Routing Table**

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The INTUITY system provides conditional routing capability. You can use the routing table and its associated windows to base multimedia auto-attendant operation on as many as four business and four holiday schedules.

These business and holiday schedules are linked together within a *routing table*. A routing table applies these schedules to an incoming called number. You administer the routing table so that the multimedia auto-attendant extension you would like to handle the calls at the various times is also linked to the appropriate schedule.

When a caller dials a number that appears in the left column of the routing table, the holiday schedule is checked first. If the current date does not appear in the holiday schedule, the business schedule is checked. If the time of day is covered in the business schedule under alternate service, the call is sent to the alternate service mailbox. If the time of day is not covered, then the call is sent to either the day-service or to the night-service mailbox, depending on the time of day.

## **Business Schedules**

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The business schedules divides the 24-hour day into three parts called *day service*, *night service*, and *alternate service*.

### **Day and Night Service**

Calls can be routed to one mailbox for day service and to another for night service. A business may, for example, set day-service hours to be the period when the business is open, and it may send calls to a night-service mailbox during the remaining hours.

If your switch is a MERLIN LEGEND switch, you can set day and night service for a particular business schedule in either of two ways:

- Fill in the day-service hours in a business schedule
- Choose to have a business schedule follow the night-service schedule established for the switch

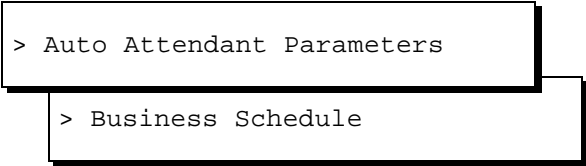
Since four business schedules are available, you can use both arrangements as necessary for differing purposes.

Alternate Service

Alternate service is a period of time that you can define when calls may be sent to a third destination during either day-service or night-service hours. This period can be used, for example, to provide a special multimedia auto-attendant to handle calls from other time zones during the transition from day to night service. Another business use for alternate service could be to cover for an operator during lunch hour.

To set up a business schedule, do the following:

- 1. Start at the Multimedia Auto-Attendant Administration menu, and select



The system displays the Business Schedule window ([Figure 2-4](#)).

Business Schedule					
Business Schedule: ____					
(Night Service applies to all hours not specified below)					
Day of Week	Day Service Start Time (hh:mm)	Day Service End Time (hh:mm)	Alternate Service Start Time (hh:mm)	Alternate Service End Time (hh:mm)	Hours
Monday:	08:00	- 17:00	__:	-	__:
Tuesday:	08:00	- 17:00	__:	-	__:
Wednesday:	08:00	- 17:00	__:	-	__:
Thursday:	08:00	- 17:00	__:	-	__:
Friday:	08:00	- 17:00	__:	-	__:
Saturday:	__:	-	__:	-	__:
Sunday:	__:	-	__:	-	__:

Figure 2-4. Business Schedule Window

- 2. Complete the fields on the Business Schedule window using the information in [Table 2-5](#).

Table 2-5. Business Schedule Window Field Descriptions



Field	Description	Valid Input
Business Schedule:	Name associated with this schedule number.	<b>bus1 to bus4</b>
Day of Week	Starting with Monday, the weekdays are listed in this column.	Display only
Day Service Hours	The period specified as the operating hours for a business.	
Start Time (hh:mm)	Time at which daytime operation of a telephone should begin.	24-hour clock time in the format <i>hh:mm</i>  a.m. starts at 00:00. p.m. times are 12:00 to 23:59
End Time (hh:mm)	Time at which daytime operation of a telephone should end.	24-hour clock time in the format <i>hh:mm</i>  a.m. starts at 00:00. p.m. times are 12:00 to 23:59
Alternate Service Hours	<p>Times that may be considered an exception to normal day service (for example, lunch time).</p> <p> <b>NOTE:</b> An alternate service period must be completely inside or completely outside of the range of day service hours. It cannot overlap the boundaries of these hours.</p>	

Table 2-5. Business Schedule Window Field Descriptions

Start Time (hh:mm)	Time at which alternate service should begin.	24-hour clock time in the format <i>hh:mm</i>  a.m. starts at 00:00. p.m. times are 12:00 to 23:59
End Time (hh:mm)	Time at which alternate service should end .	24-hour clock time in the format <i>hh:mm</i>  a.m. starts at 00:00. p.m. times are 12:00 to 23:59

 **NOTE:**  
Hours outside of the start and end times specified above are considered to be night-service hours.

(2 of 2)

3. Press **F3** (Save).
4. Press **F6** (Cancel) to return to the Auto Attendant Parameters menu.

**Holiday Schedules**

The holiday schedules make it possible to deviate from the normal business schedule for a day at a time. You might use these schedules to play different greetings and to handle calls differently on holidays. There are four holiday schedules. On each of them, you can record up to 26 dates along with the automated-attendant mailbox to be used on each date. If you have separate schedules for the sales office and for the warehouse, for example, you can send sales-office calls to one mailbox during a sales conference, and warehouse calls to another mailbox during inventory time.

To set up the holiday schedule, do the following:

1. Start at the Auto Attendant Parameters menu, and select

> Holiday Schedule



The system displays the Holiday Schedule window ([Figure 2-5](#)).

Holiday Schedule

Holiday Schedule: \_\_\_\_\_

Holiday Name	Date (mm/dd)	Mailbox
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____
_____	____/____	_____

**Figure 2-5. Holiday Schedule Window**

2. Complete the fields on the Holiday Schedule window using the information in [Table 2-6](#).

Table 2-6. Holiday Schedule Window Field Descriptions

Field	Description	Valid Input
Holiday Schedule:	Name associated with this holiday schedule routing number.	hol1 to hol4
Holiday Name	Name of the holiday.  ➡ NOTE: Any input into this field is for your convenience only and is not used by the system.	1 to 18 alphanumeric characters
Date (mm/dd)	Date on which the affected incoming call is forwarded to the mailbox.	Month and day in the format <i>mm/dd</i>
Mailbox	Mailbox extension of the multimedia auto-attendant used for this holiday.  This can be a specific or a general reference. For example, you can make separate extensions for New Year's Day, Independence Day, etc, or you can route to one extension for all holidays. If you choose separate extensions, be sure to record each greeting as described under <a href="#">"Recording Greetings for the Multimedia Auto-Attendants"</a> .  ➡ NOTE: Holidays with no mailbox extension are ignored by the call routing function.	Any existing mailbox extension

3. Press **F3** (Save).
4. Press **F6** (Cancel) to return to the Auto Attendant Parameters menu.

## Setting Up a Routing Table

Once schedules are set up to suit your business, you are ready to complete the routing table. The routing function redirects calls to specified numbers according to the instructions given in the business schedules, holiday schedules, and routing table.

To set the routing table, do the following:

- 1. Start at the Auto Attendant Parameters menu, and select

> Routing Table

The system displays the Routing Table window ([Figure 2-6](#)).

Routing Table					
Incoming Called Number	Business Schedule	Holiday Schedule	Day Service Mailbox	Night Service Mailbox	Alternate Service Mailbox
5010	bus2	hol1	5010	5011	5012

Figure 2-6. Routing Table Window

- 2. Complete the Routing Table window using the information in [Table 2-7](#).

Table 2-7. Routing Table Window Field Descriptions

Field	Description	Valid Input
Incoming Called Number	Incoming telephone numbers to be redirected. These can be any incoming numbers reported to the Intuity system by the switch (perhaps an incoming trunk number or an extension number that the caller dialed).	3 to 10 digits
Business Schedule	Name or number of the business schedule that is to determine how the incoming number is to be treated.	bus1 - bus4
Holiday Schedule	Name or number of the holiday schedule (if any) that is to determine how the incoming number is to be treated on holidays.	hol1 to hol4

Table 2-7. Routing Table Window Field Descriptions




Field	Description	Valid Input
Day Service Mailbox	<p>Extension number of the multimedia auto-attendant mailbox to be accessed during the hours given in the business schedule.</p> <p> <b>NOTE:</b> You must set up these mailboxes as main or nested auto-attendants. See <a href="#">“Setting up the Main Multimedia Auto-Attendant”</a> and <a href="#">“Setting Up Nested Multimedia Auto-Attendants”</a>.</p> <p> <b>NOTE:</b> This field must be filled in if the associated business schedule either follows the switch’s night-service status or specifies day-service hours.</p> <p> <b>NOTE:</b> Make sure to record and activate your greeting for the Day Service Mailbox. See <a href="#">“Recording Greetings for the Multimedia Auto-Attendants”</a> and <a href="#">“Activating Greetings”</a>.</p>	3 to 10 digit existing mailbox extension, including those defined for Audix auto-attendant, multimedia auto-attendant, and regular subscribers.

Table 2-7. Routing Table Window Field Descriptions

Field	Description	Valid Input
Night Service Mailbox	<p>Extension number of the multimedia auto-attendant mailbox to be accessed during the period not otherwise specified in the business schedule.</p> <p>⇒ <b>NOTE:</b> You must set up these mailboxes as main or nested auto-attendants. See <a href="#">“Setting up the Main Multimedia Auto-Attendant”</a> and <a href="#">“Setting Up Nested Multimedia Auto-Attendants”</a>.</p> <p>⇒ <b>NOTE:</b> Make sure to record and activate your greeting for the Night Service Mailbox. See <a href="#">“Recording Greetings for the Multimedia Auto-Attendants”</a> and <a href="#">“Activating Greetings”</a>.</p>	3 to 10 digit existing mailbox extension, including those defined for Audix auto-attendant, multimedia auto-attendant, and regular subscribers.

Table 2-7. Routing Table Window Field Descriptions

Field	Description	Valid Input
Alternate Service Mailbox	<p>Extension number of the multimedia auto-attendant mailbox to be accessed during the alternate-service period given in the business schedule.</p> <p>⇒ <b>NOTE:</b> You must set up these extension numbers as main or nested auto-attendants. See <a href="#">“Setting up the Main Multimedia Auto-Attendant”</a> and <a href="#">“Setting Up Nested Multimedia Auto-Attendants”</a>.</p> <p>⇒ <b>NOTE:</b> This field must be filled in if the associated business schedule specifies alternate-service hours.</p> <p>⇒ <b>NOTE:</b> Make sure to record and activate your greeting for the Alternate Service Mailbox. See <a href="#">“Recording Greetings for the Multimedia Auto-Attendants”</a> and <a href="#">“Activating Greetings”</a>.</p>	3 to 10 digit existing mailbox extension, including those defined for Audix auto-attendant, multimedia auto-attendant, and regular subscribers.

(4 of 4)

- 3. Press **F3** (Save).
- 4. Press **F6** (Cancel) to return to the Auto Attendant Parameters menu.
- 5. Press **F6** (Cancel) until you return to the Lucent Intuity Administration Menu.

## Recording Greetings for the Multimedia Auto-Attendants

---

You can record up to nine (maximum) different greetings to greet callers who access your auto-attendant. You can set these up based on the type of call (such as an external, internal, or out-of-hours call). You can assign a greeting number to each of these greetings.



### NOTE:

You must have INTUITY Message Manager to create auto-attendant greetings.

## Recording Greetings

---

To record a greeting, do the following:

1. Using INTUITY Message Manager, log into your main auto-attendant.
2. Select Activity and choose Create a Message.
3. Record a message.



### NOTE:

This message should be the greeting you want to be heard when a caller accesses the main auto-attendant.

- a. Type the main auto-attendant mailbox number, followed by a hyphen, and the greeting number on the Message Manager subject line. For example, if the main auto-attendant mailbox is 4900, the subject line would appear as 4900-1.
  - b. Address the message to your main auto-attendant mailbox.
  - c. Click OK after you have completed your recording.
  - d. Click SEND.
4. Continue recording greetings for each of your nested attendants using Steps 1 through 3. Each greeting will have its own subject line containing the nested auto-attendant mailbox number and the appropriate greeting number as explained in Step 3.
  5. Exit from INTUITY Message Manager.

Go to the next procedure, "[Activating Greetings](#)".



## Activating Greetings

---

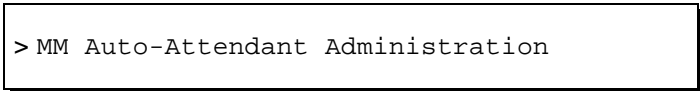
Once all greetings have been recorded and sent, they must be activated through the Auto-Attendant Administration window.



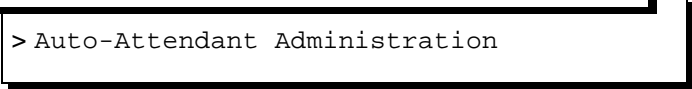
### NOTE:

Make sure you have Message Manager closed when you are activating greetings. If you do not have Message Manager closed, the system complains due to multiple logins.

1. Starting at the INTUITY Administration menu, select



```
> MM Auto-Attendant Administration
```



```
> Auto-Attendant Administration
```

The system displays the Auto-Attendant Administration window ([Figure 2-3](#)).

2. Enter the main auto-attendant extension number in the Auto-Attendant (AA) field.
3. Press **F8** (Chg-Keys).
4. Press **F4** (Activate).

The system will activate all greetings recorded for this auto-attendant.

5. Press **F6** (Cancel) until you return to the INTUITY Administration menu.

# Setting Up Fax Extensions for the Multimedia Auto-Attendants

Complete the following procedure to set up fax extensions for your Multimedia Automated Attendant.

1. Starting at the INTUITY Administration menu ([Figure 2-1](#)), select

> MM Auto-Attendant Administration

> Auto-Attendant Administration

The Auto-Attendant Administration window ([Figure 2-3](#)) appears.

Auto-Attendant Administration

Auto-Attendant (AA): 5079 Allow Call Transfer?: n Main AA?: n

Name: Password: \*\*\*\*\* COS:

GREETING NUMBER - Internal: 1 External: 1 Out of Hours: 1

Button	Extension	Treatment	Comment
1:			
2:			
3:			
4:			
5:			
6:			
7:			
8:			
9:			
0:			
Timeout:			

Length of Time-Out On Initial Entry: 6 TUI Style: aria

2. Enter a fax number and assign an extension number using the Auto-Attendant Administration window ([Figure 2-3](#)).

For example, in the the **Extension** field, type the extension number of your auto-attendant mailbox. In the **Treatment** field, type **Fax**. In the **Comment** field, type a description of how this fax extension will be used.

To create a fax back to the caller, you need to set up the fax you will send. Complete the following:

3. Send a fax to your main auto-attendant mailbox.
4. Open your Message Manager.

You will receive the fax you just sent as a new message. This new fax message will be in you New folder in Message Manager.

- a. Click once on the new fax message.
  - b. Click in the Subject line located at the top left side of your screen.
  - c. Change the contents of the Subject line to the fax extension number you defined in the Auto-Attendant Administration window ([Figure 2-3](#)).
  - d. Press **ENTER**.
  - e. Close Message Manger.
5. Return to the Auto-Attendant Administration window ([Figure 2-3](#)) and select the extension number you defined earlier as your main auto-attendant extension.
6. Press **F8** (Chg-Keys).
7. Press **F4** (Activate).

The system will activate your fax extension parameters for this auto-attendant.
8. Press **F6** (Cancel) until you return to the INTUITY Administration menu.

## Removing a Multimedia Auto-Attendant

---

To remove a multimedia auto-attendant, do the following:

1. Starting at the INTUITY Administration menu, select

```
> MM Auto-Attendant Administration
```

```
> Auto-Attendant Administration
```

The system displays the Auto-Attendant Administration window ([Figure 2-3](#)).

2. Enter the auto-attendant to be removed.
3. Press **F8** (Chg-Keys).
4. Press **F2** (Delete).

The system displays a confirmation window ([Figure 2-7](#)).



---

**Figure 2-7. Confirmation Window**

5. Select **Yes**.

The system displays the Result of Auto-Attendant Administration window.

6. Press **F3** (Enter).
7. Enter **exit**
8. Press **F6** (Cancel) until you return to the INTUITY Administration menu.

## Replicating a Multimedia Auto-Attendant

---

To replicate a multimedia auto-attendant, do the following:

### To Export

1. Log in to the INTUITY system as **sa**.  
The system displays the INTUITY Administration menu.
2. From the INTUITY Administration menu, select

```
> MM Auto-Attendant Administration
```

```
> Auto-Attendant Export
```

3. Press **(ENTER)**.

The system displays the following:

```
Checking for Auto Attendant GREETING File
Checking for Auto Attendant Routing Table File
Checking for Auto Attendant Voice Files
Checking for Business Schedule Definition Files
Checking for Holiday Schedule Definition Files
Checking for Auto Attendant Definition Files
Checking for Auto Attendant FAX Files
Bundling Files
```

```
Select Output Medium
```

1. Diskette
  2. Tape
  3. Press any other key to exit
- ```
Enter Output Medium Type (1-2)
```

4. Select either 1 or 2 and place either a diskette or tape into the disk or tape drive.
5. Press **(ENTER)**.

The system begins the export operation.



### NOTE:

After the export operation complete, the system returns you to the INTUITY Administration menu.

⇒ **NOTE:**

Make a record of the Class of Service (COS) along with by the **main** auto-attendants on the system where export is being completed. It is important that a similar COS having the same numeric value be defined on the importing system for the import operation to work seamlessly.

## To Import

1. Log in to the INTUITY system as **sa**.

The system displays the INTUITY Administration menu.

2. From the INTUITY Administration menu, select

```
> MM Auto-Attendant Administration
```

```
> Auto-Attendant Export
```

3. Press **(ENTER)**.

The system displays the following:

```
Checking for Auto Attendant GREETING File
Checking for Auto Attendant Routing Table File
Checking for Auto Attendant Voice Files
Checking for Business Schedule Definition Files
Checking for Holiday Schedule Definition Files
Checking for Auto Attendant Definition Files
Checking for Auto Attendant FAX Files
Bundling Files
```

```
Select Input Medium
```

1. Diskette
  2. Tape
  3. Press any other key to exit
- ```
Enter Output Medium Type (1-2)
```

4. Select either 1 or 2 and place either a diskette or tape into the disk or tape drive.
5. Press **(ENTER)**.

The system begins the import operation.

After the import has completed, the system responds with the following message, Press any key to continue.

6. Press any key to continue.

The system returns you to the MM Auto-Attendant Administration menu.

7. Press **F6** (cancel) until you return to the Intuity Administration menu.

## Re-adding the Main Auto-Attendants



### NOTE:

If the COS used by the exporting system is already in use in the importing system, and it is impossible to reuse the same number COS for the main auto-attendants, create a new COS.

Complete the following instructions to finish the import operation.



### NOTE:

If you are creating a new COS, see [“Setting Up a Multimedia Auto-Attendant Class of Service”](#).

1. From the Intuity Administration menu ([Figure 2-1](#)), select AUDIX Administration.  
The system takes you to the Add Subscriber screen.
2. On the command line for AUDIX, enter **add subscriber yyy** where **yyy** is one of the main auto-attendants you have imported.
3. Press **ENTER**.  
The system takes you to the Add Subscriber screen.
4. In the **Name** field, type the name of the auto-attendant subscriber as **xxx**. This must be a unique name.  
Accept the defaults for all the other fields.
5. Press **F3** (enter).  
The system displays the following message:  
command successfully completed.
6. Type **exit** at the command line and press **ENTER**.  
The system takes you to the Intuity Administration menu ([Figure 2-1](#)).
7. Select MM Auto-Attendant Administration.  
The system takes you to the MM Auto-Attendant Administration menu.
8. Select Auto-Attendant Administration.  
The system takes you to the Auto-Attendant Administration window ([Figure 2-3](#)).
9. In the **Auto-Attendant** field, press **F2** (Choices) and select the auto-attendant you just added in Step2.
10. Press **ENTER** and accept the defaults for all the other fields except if you have a new COS. If you have a new COS, enter it in the **COS** field.
11. Press **F8** (Chg-Keys).



12. Press **F3** (change).

The system takes you to the Result of Auto-Attendant Administration window.

13. Press **F6** (cancel) until you return to the Intuity Administration menu.



**NOTE:**

Repeat the procedure for re-adding the main auto-attendants for the rest of the main auto-attendants you have imported.

