



SIP Trunking Auto Attendant

Customer Set-Up Manual

07/12/2016



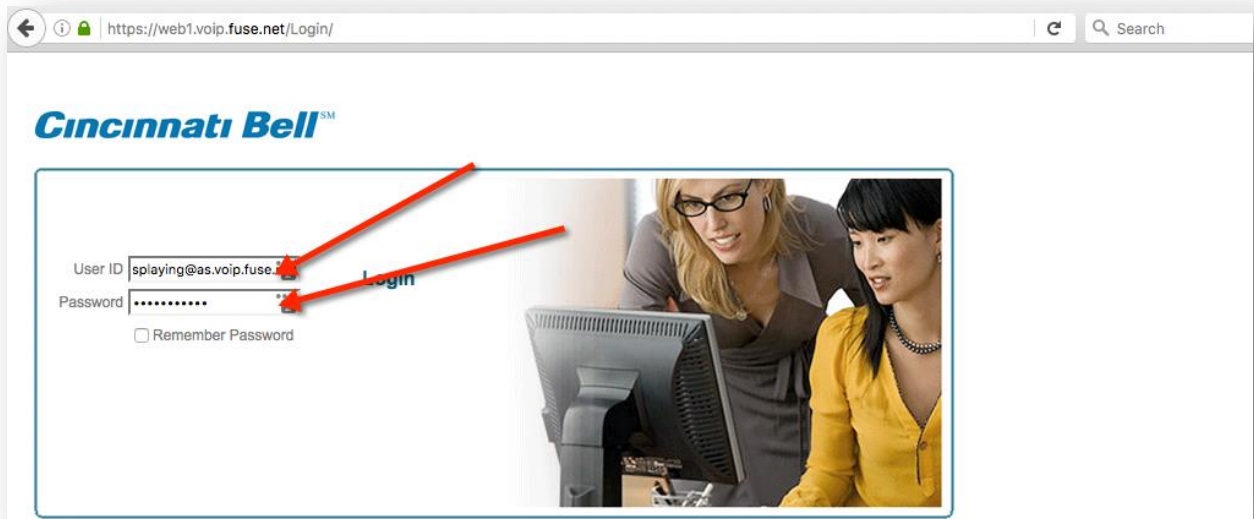
Connecting what matters.

Manual Overview

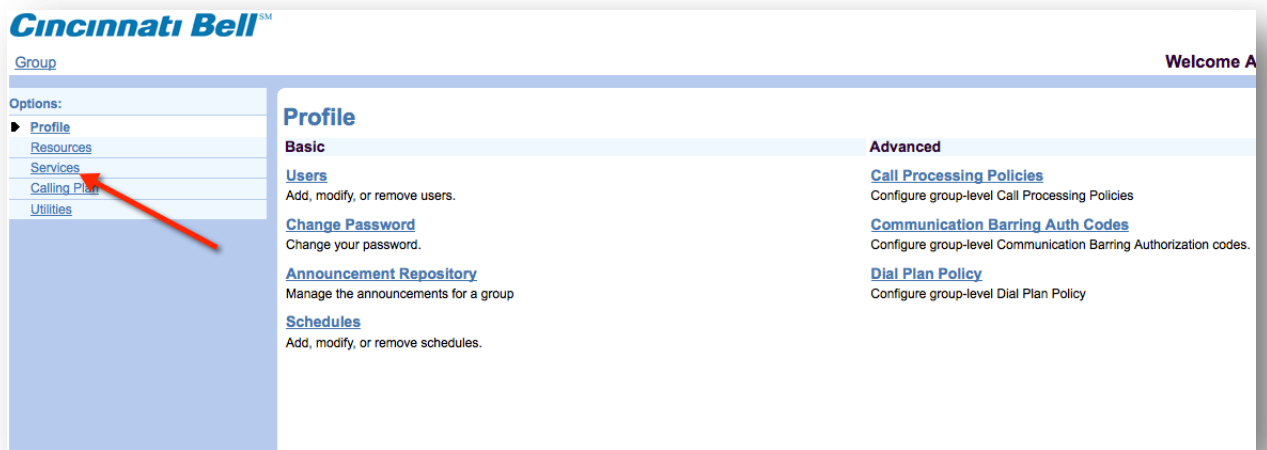
The SIP Trunking Auto Attendant Manual is designed to provide a step-by-step process to help customers activate the feature.

Steps:

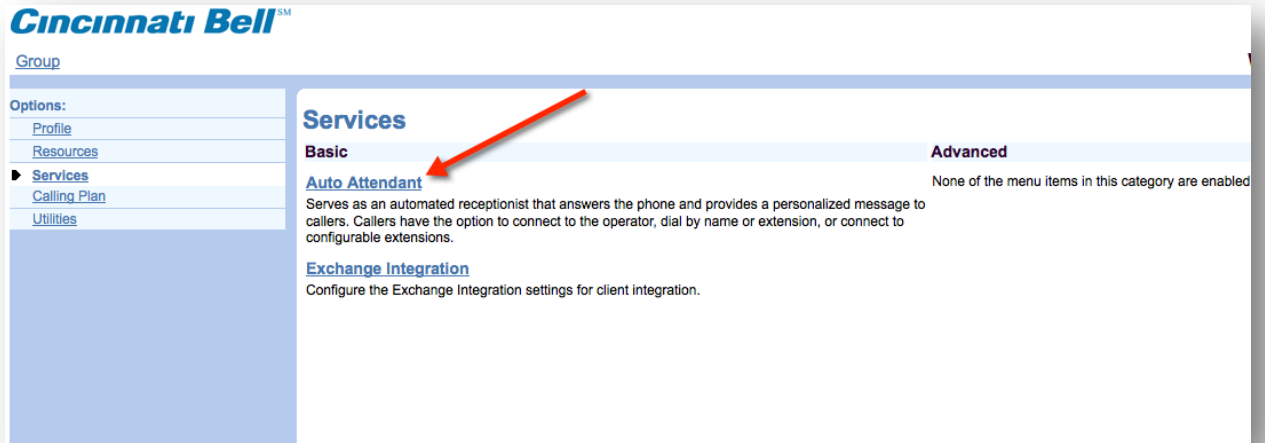
1. Log in at <https://web1.voip.fuse.net/Login/> with username and password.



2. Click on Services.

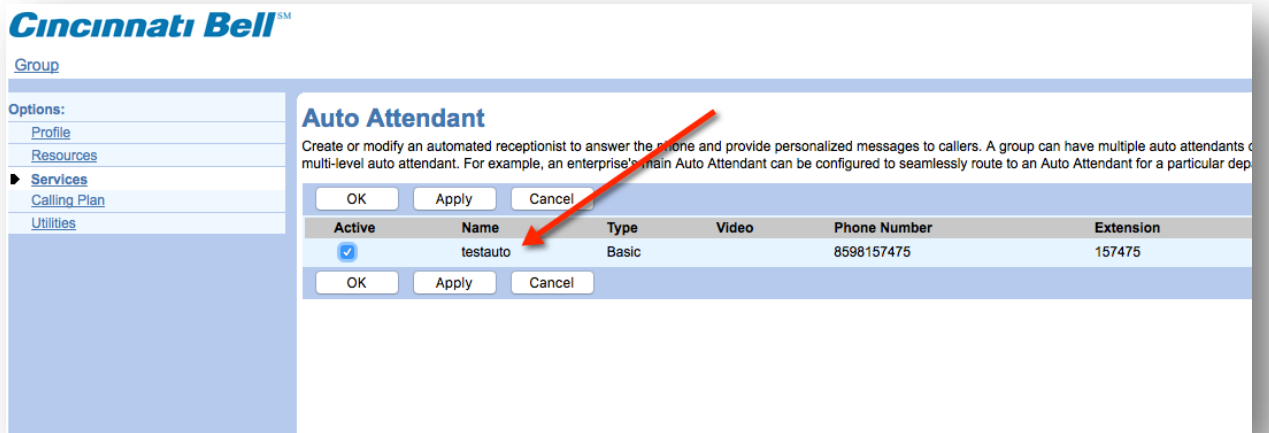


3. Click on Auto Attendant.



The screenshot shows the Cincinnati Bell web interface. On the left is a navigation menu with 'Options:' and sub-items: Profile, Resources, **Services**, Calling Plan, and Utilities. The main content area is titled 'Services' and has two tabs: 'Basic' and 'Advanced'. The 'Basic' tab is selected, and a red arrow points to the 'Auto Attendant' link. Below the link is a description: 'Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.' Below that is a link for 'Exchange Integration' with the text 'Configure the Exchange Integration settings for client integration.'

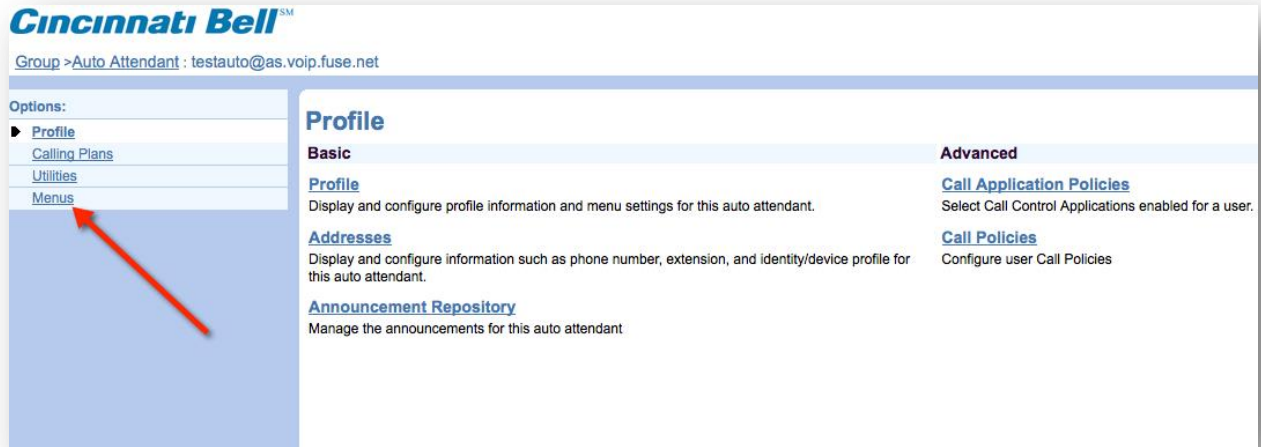
4. Click on your Auto Attendant.



The screenshot shows the Cincinnati Bell web interface for the 'Auto Attendant' configuration page. The left navigation menu is the same as in the previous screenshot. The main content area is titled 'Auto Attendant' and contains the text: 'Create or modify an automated receptionist to answer the phone and provide personalized messages to callers. A group can have multiple auto attendants or a multi-level auto attendant. For example, an enterprise's main Auto Attendant can be configured to seamlessly route to an Auto Attendant for a particular department.' Below this text is a table with columns: Active, Name, Type, Video, Phone Number, and Extension. A red arrow points to the 'testauto' entry in the Name column. The table has 'OK', 'Apply', and 'Cancel' buttons above and below it.

| Active | Name | Type | Video | Phone Number | Extension |
|-------------------------------------|----------|-------|-------|--------------|-----------|
| <input checked="" type="checkbox"/> | testauto | Basic | | 8598157475 | 157475 |

5. Click on Menus.



Cincinnati BellSM

Group > Auto Attendant : testauto@as.voip.fuse.net

Options:

- Profile
- Calling Plans
- Utilities
- Menus**

Profile

Basic

Profile
Display and configure profile information and menu settings for this auto attendant.

Addresses
Display and configure information such as phone number, extension, and identity/device profile for this auto attendant.

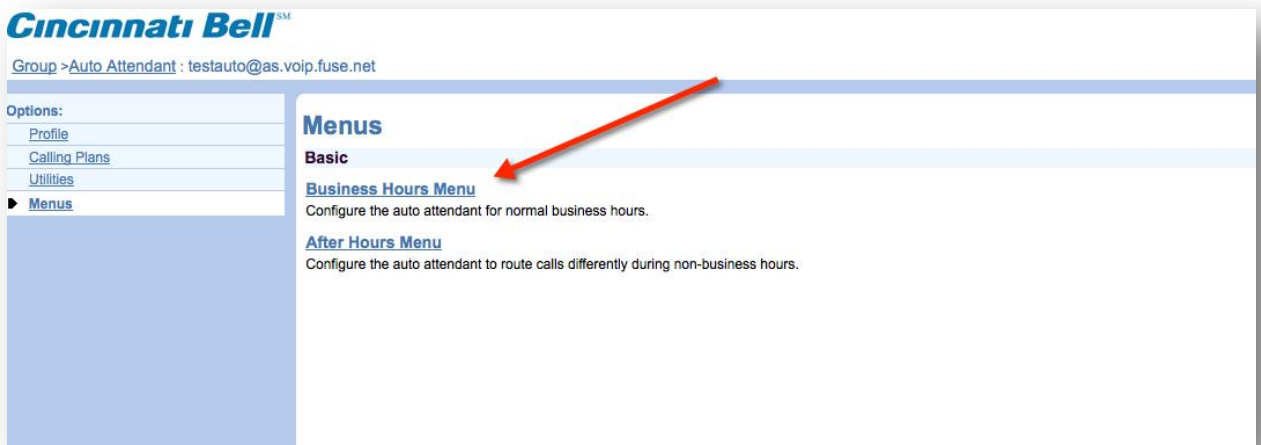
Announcement Repository
Manage the announcements for this auto attendant.

Advanced

Call Application Policies
Select Call Control Applications enabled for a user.

Call Policies
Configure user Call Policies

6. Click on Business Hours Menu.



Cincinnati BellSM

Group > Auto Attendant : testauto@as.voip.fuse.net

Options:

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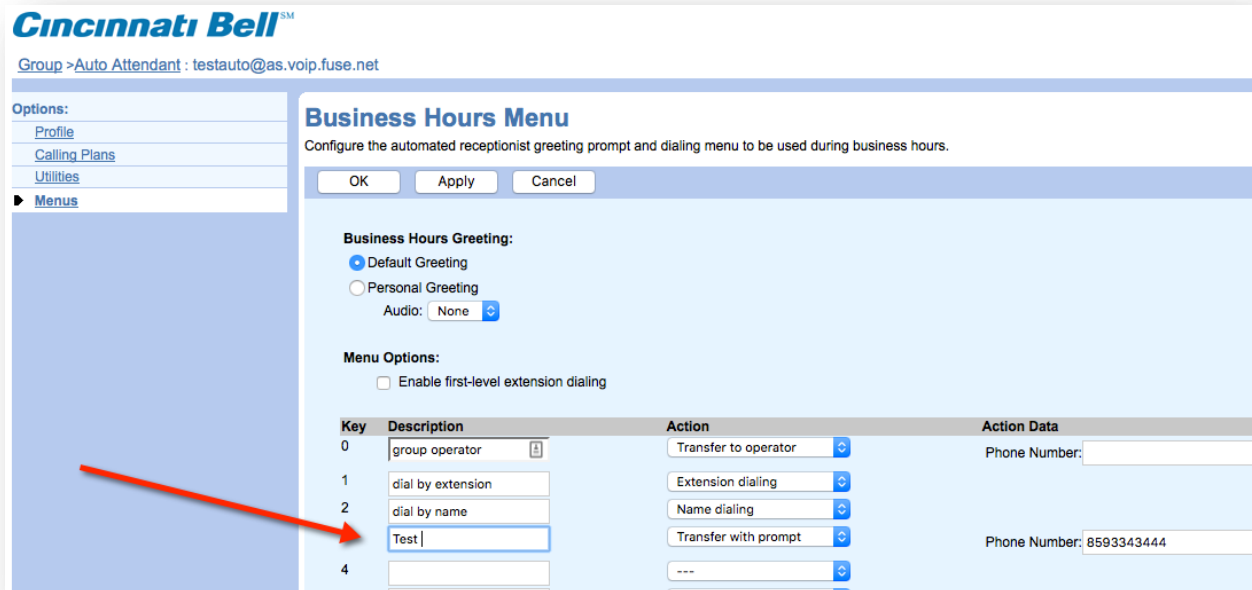
Menus

Basic

Business Hours Menu
Configure the auto attendant for normal business hours.

After Hours Menu
Configure the auto attendant to route calls differently during non-business hours.

7. Set up the Options and Numbers you want.



Cincinnati Bell
Group > Auto Attendant : testauto@as.voip.fuse.net

Options:
Profile
Calling Plans
Utilities
▶ Menus

Business Hours Menu

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

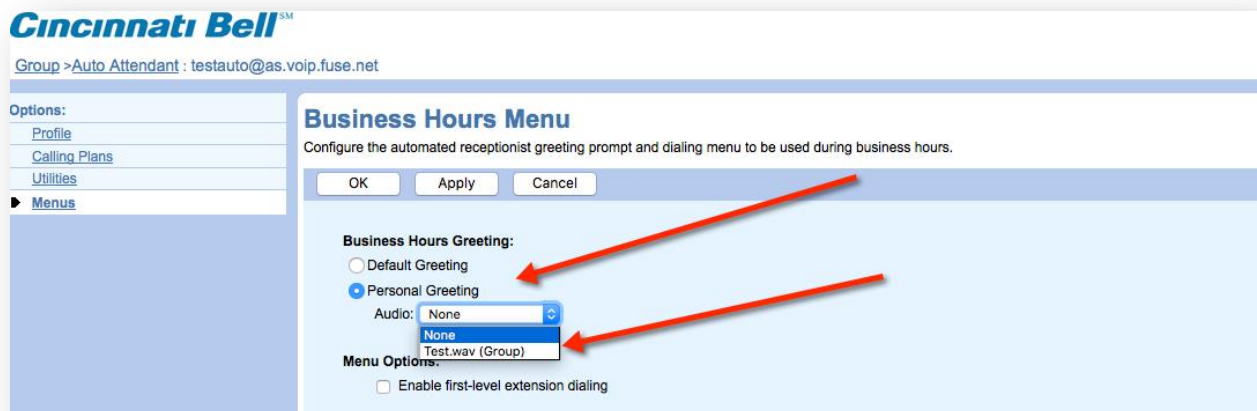
OK Apply Cancel

Business Hours Greeting:
 Default Greeting
 Personal Greeting
Audio: None

Menu Options:
 Enable first-level extension dialing

| Key | Description | Action | Action Data |
|-----|-------------------|----------------------|--------------------------|
| 0 | group operator | Transfer to operator | Phone Number: |
| 1 | dial by extension | Extension dialing | |
| 2 | dial by name | Name dialing | |
| | Test | Transfer with prompt | Phone Number: 8593343444 |
| 4 | | --- | |
| 5 | | | |

8. Set your Personal Greeting to your Announcement.



Cincinnati Bell
Group > Auto Attendant : testauto@as.voip.fuse.net

Options:
Profile
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▶ Menus

Business Hours Menu

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

OK Apply Cancel

Business Hours Greeting:
 Default Greeting
 Personal Greeting
Audio: None
None
Test.wav (Group)

Menu Options:
 Enable first-level extension dialing

For questions regarding your features, please contact 1-888-638-1699, option 4.