



BT One Cloud Cisco Self Service (OCC)

# Auto Attendant

Call Handler, Greetings, Schedules,  
Transfer rules, Caller Input

**User guide**

## Introduction

Auto Attendant is an overarching service that caters for the provisioning, configuration and management of Call Handlers, Greetings, Schedules and related dial plan components. Each section within the Auto Attendant can be broken down into three parts **Call Handler, Manage Greetings Files**, and **Schedules**.

BT's Best practice is to configure or **Add** in this order and to follow the steps in order of the document:

1. Create a Holiday Schedule.
2. Add Opening Hours Schedule.
3. Greetings.
4. Create Call Handler to select correct schedule.

However if only specific items need amending go click [HERE](#) for contents page.

The Naming convention should follow the below standards. This is for both ease of searching the Auto Attendants, and for potential fault finding.

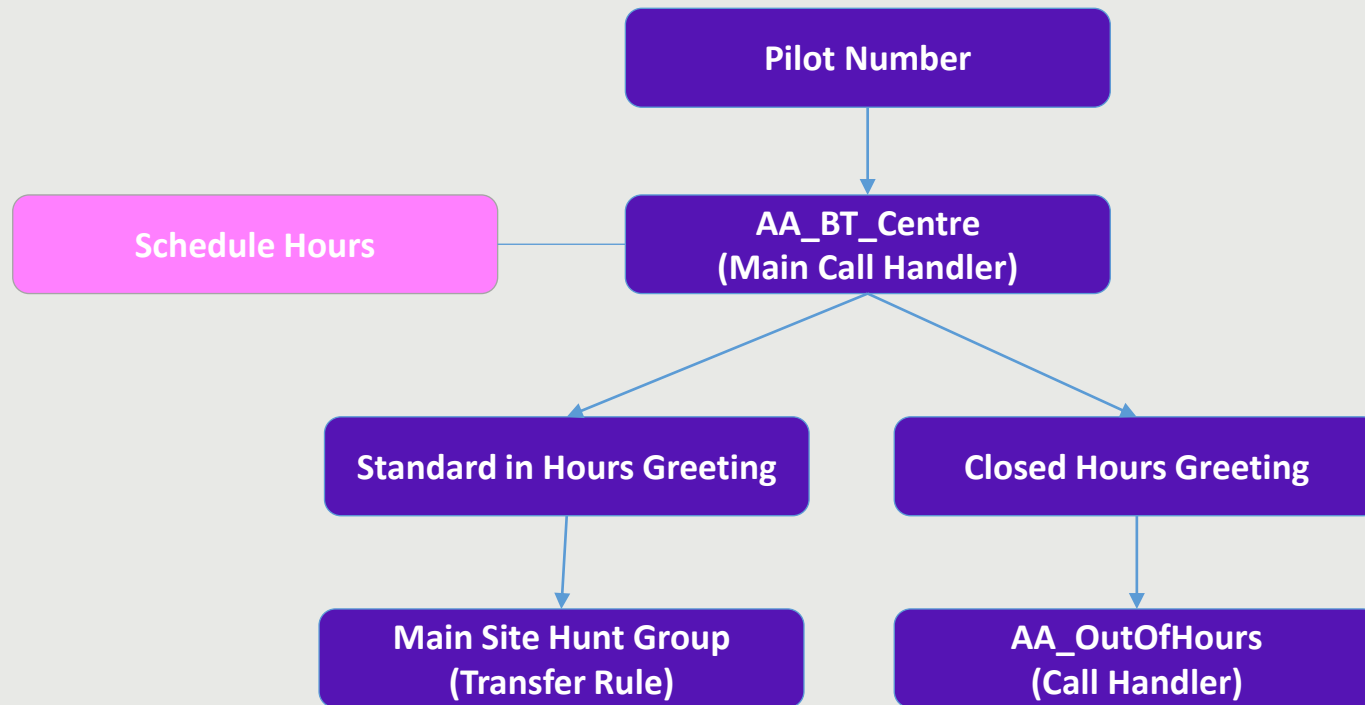
Example/s:

AA\_SiteName\_Main ( This will correspond to the main site or pilot number)

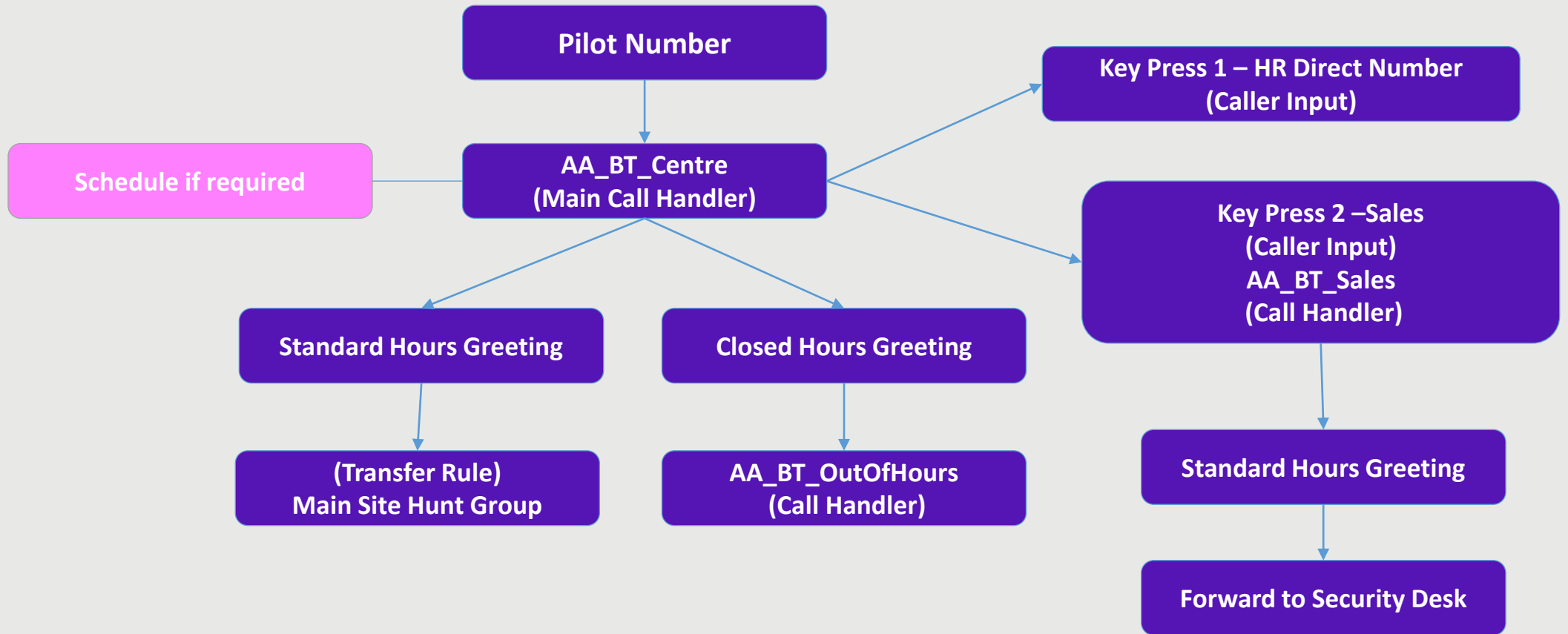
AA\_SiteName\_Call\_fwd\_to\_greeting ( This will correspond to the forward rule to the greeting created)

AA\_SiteName\_Call\_fwd\_to\_VM ( This corresponds to forward voicemail on the same voicemail (Unity) cluster)

## Overview of an example Auto Attendant



## Overview of a 'Generic' Auto Attendant



## Administrator

As a One Cloud Cisco Administrator, you're able to make changes to the created Auto Attendant as per initially created order to BT. It is advised that any amendments or changes to existing Auto Attendant features should be 'copied' or 'made note of' first before amending. If you have any questions please seek advise from BT.

- Create and manage schedules
- Basics of Call Handler/s and Caller input
- Manage Greetings

Configurations that cannot be changed by the Administrator and require BT intervention are:

- Change Pilot Numbers
- Add or remove Call Handlers.

# Contents

Click to view each section

[View and access created Auto Attendant](#)

[Create a Schedule](#)

[Remove Schedule/s](#)

[Create a Holiday Schedule and amend](#)

[Create Open Hours Schedule and Amend](#)

[Call Handler/s](#)

[Transfer Rules](#)

[Caller Input](#)

[Greetings](#)

[Greetings Standard Hours](#)

[Greetings Off Hours Greeting](#)

[Alternative/emergency Greeting](#)

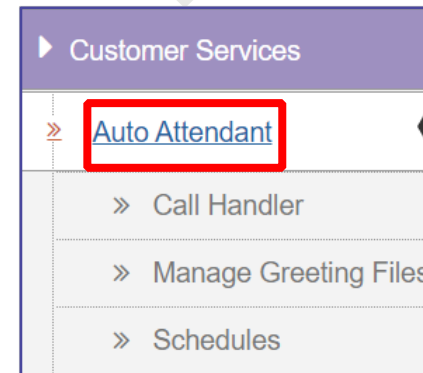
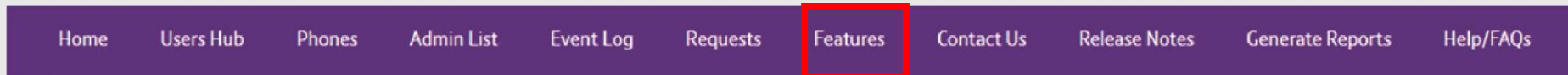
[Greeting Record/Playback](#)

[Upload Greeting](#)

[Manage Greeting Files](#)

[Delete Greeting Files](#)

In the OCC Self Service Portal page. **Select** and open the **Features** tab , then **Select Customer Services**. Then **select Auto Attendant**



The below is an example setup of Auto Attendant on the OCC Platform. Please note depending on the order placed to BT it may differ.

If you need to **View** or **Edit** your **Call Handler**, **Manage Greeting Files**, or **Schedules** find them and **click** to view as per example below.

**Please note.** There will be parts that are 'greyed' out and can only be viewed and cannot be edited, and are only accessible by BT and you will need to contact to discuss.

### Call Handler.

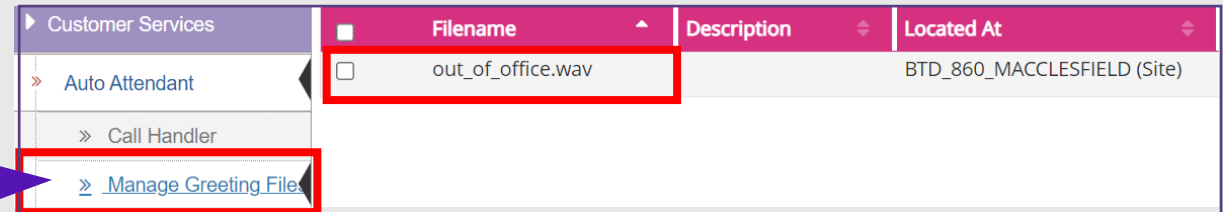
Click to view and Edit where applicable. For example change your **Transfer Rule**.



Display Name	Dtmf Access Id	Is Primary	Located At
<input type="checkbox"/> AA_OutOfHours			BTD_860_MACCLESFIELD (...)
<input type="checkbox"/> AA_Security			BTD_860_MACCLESFIELD (...)
<input type="checkbox"/> AA_BT_Centre	8603008		BTD_860_MACCLESFIELD (...)

### Manage Greeting Files.

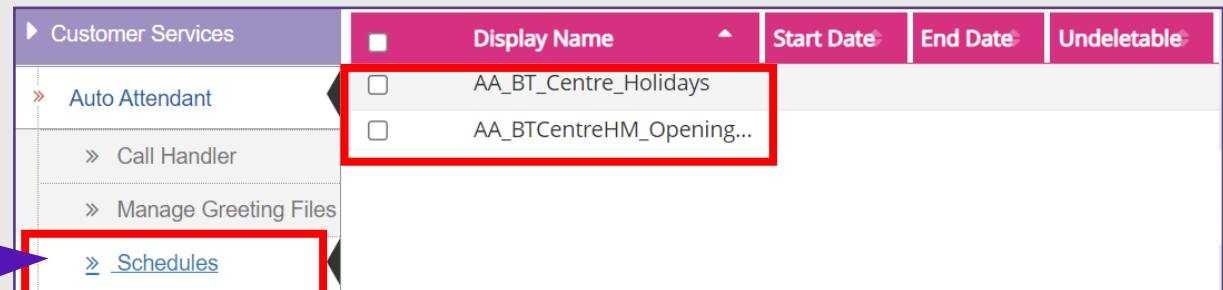
Click to view and Edit where applicable. For example, remove and **add** another Greeting File.



Filename	Description	Located At
<input type="checkbox"/> out_of_office.wav		BTD_860_MACCLESFIELD (Site)

### Schedules.

Click to view and Edit where applicable. For example, amend your **Open Hours Schedule**. Then change the times or date of the schedule.



Display Name	Start Date	End Date	Undeletable
<input type="checkbox"/> AA_BT_Centre_Holidays			
<input type="checkbox"/> AA_BTcentreHM_Opening...			



## Create a Schedule

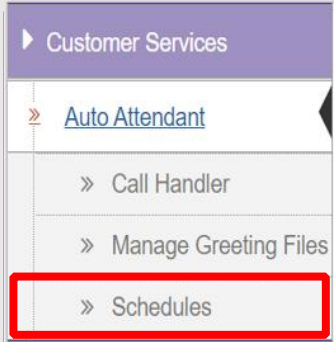
Be sure that when you are creating the schedule that the **Hierarchy** is at the correct level either at **Site level** or **Customer level**



Regional or country specific holidays create at the **site level**. If created at **Customer** level, you can select and use the schedule at multiple **sites**. However be sure to have clear descriptions if you are.

# Create a Schedule

Select **Schedules** and Select, **Add**



Depending on the Hierarchy set, or your preference you will be presented at **Division level**.

You may get this option to **Add** at **Site** or **Customer level** instead.



# Create a Holiday Schedule

Create a **Schedule Display Name**, this will be the name of the schedule for your holiday/s.

For the **Scheduled Display Name**. Be sure to follow the naming convention.

AA\_. As mentioned in the introductory slide

Network Device List: hcs-btd-ucmw145-NDL  
Cisco Unity Connection: hcs-btd-cxnw145 / [...]10.44.160.82', '8443', 'hcs.BT-P1.BT-HCS1.BT\_DEVELOPMEN  
**Schedule Display Name\***:   
Is Holiday:   
Uses Holiday Schedule:   
Schedule Details: +

**Network Device List** will correspond to the various regions the organisation has around the world. For example, EMEA or APAC then you would set the **Network Device List** to the corresponding cluster the Auto Attendant will be built by. If you only have one cluster, then this option will be **'greyed'** out and it will be at particular site.

Once you have created a name for your **Schedule Display Name**.

Be sure to:

1. **Tick Is Holiday.**
2. This will change to the **Holiday Details**
3. click the **+** icon next to it to enter your holiday

Schedule Display Name\*: AA\_BT\_Centre\_Holidays  
**Is Holiday**   
Holiday Details: +  
Christmas and Boxing Day  
Name\*: Christmas and Boxing Day  
Holiday Start Date: 2021-12-25  
Holiday End Date: 2021-12-26  
Start Time\*: 00:00 AM  
End Time:   
End Of Day:

If the holiday is just one day, make sure that you **tick End of Day**.

Screenshot of the 'Holiday Details' form. The 'Schedule Display Name\*' is 'AA\_BT\_Centre\_Holidays'. The 'Is Holiday' checkbox is checked. The 'Holiday Details' section is expanded to show 'Christmas and Boxing Day'. The form fields are: Name\* (Christmas and Boxing Day), Holiday Start Date (2021-12-25), Holiday End Date (2021-12-26), Start Time\* (00:00 AM), and End Time (empty). The 'End Of Day' checkbox is checked and highlighted with a red box.

To add further holidays, click the plus '+' on the first created schedule to add more.

Close-up of the first schedule entry 'Christmas and Boxing Day'. The plus '+' icon is highlighted with a red box, indicating it should be clicked to add more records.

Also if you wish to remove a holiday click the minus '-' to remove '-'

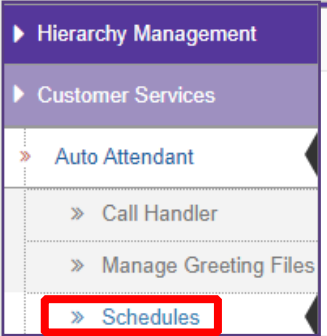
Close-up of the first schedule entry 'Christmas and Boxing Day'. The minus '-' icon is highlighted with a red box, indicating it should be clicked to remove the record.

Once completed click the **'Save'** icon on the right-hand side

Screenshot of the 'Schedules [AA\_BT\_Centre\_Holidays]' form. The 'Schedule Display Name\*' is 'AA\_BT\_Centre\_Holidays'. The 'Is Holiday' checkbox is checked. The 'Holiday Details' section is expanded to show 'Christmas and Boxing Day'. The 'Save' button is highlighted with a red box.

# Create Open Hours Schedule and Amend

Select **Schedules** and Select **Add**

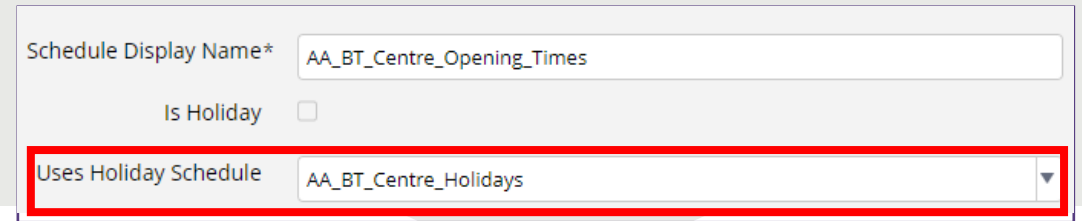


Create a **Schedule Display Name**, this can be the same name as Auto Attendant, unless the schedule created will be shared to other sites.

A screenshot of a form titled 'Schedule Details'. The form contains several fields: 'Network Device List' (dropdown menu), 'Cisco Unity Connection' (text field), 'Schedule Display Name' (text field, highlighted with a red box), 'Is Holiday' (checkbox), 'Uses Holiday Schedule' (dropdown menu), and 'Schedule Details' (expandable section). The 'Schedule Display Name' field is currently empty.

**For the Scheduled Display Name.**  
Be sure to follow the naming convention AA\_. As mentioned in the introductory slide.

Note the **Uses Holiday Schedule** will correspond to the previously created holiday schedule that you have created for the organisation and will link to the opening hours.



Schedule Display Name\* AA\_BT\_Centre\_Opening\_Times

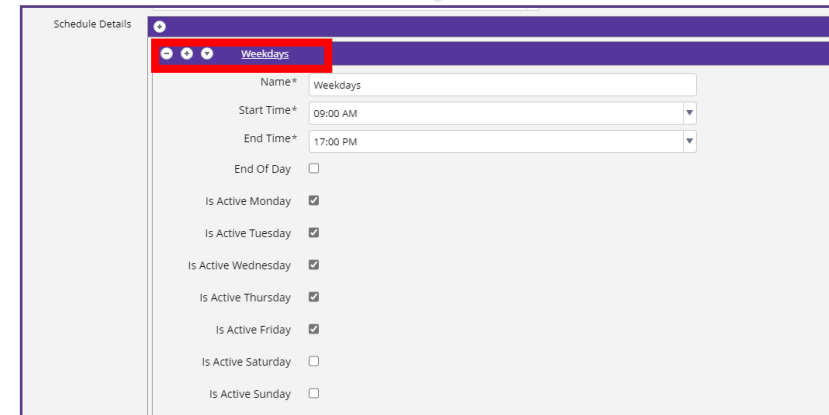
Is Holiday

Uses Holiday Schedule AA\_BT\_Centre\_Holidays

Once you have created the **Schedule Display Name** and chosen the corresponding **Uses Holiday Schedule**.

Click the '+' icon next to the **Schedule Details** to create the opening schedule/s.

For best practice it would be advised to create a **Weekdays** schedule and a **Weekend** schedule.



Schedule Details

Weekdays

Name\* Weekdays

Start Time\* 09:00 AM

End Time\* 17:00 PM

End Of Day

Is Active Monday

Is Active Tuesday

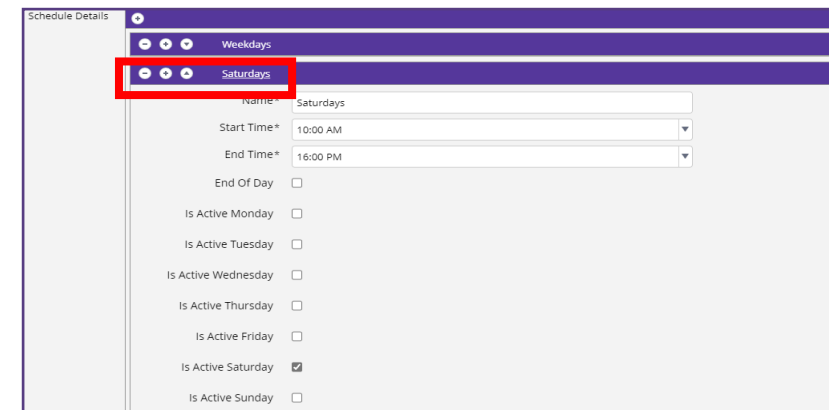
Is Active Wednesday

Is Active Thursday

Is Active Friday

Is Active Saturday

Is Active Sunday



Schedule Details

Saturdays

Name\* Saturdays

Start Time\* 10:00 AM

End Time\* 16:00 PM

End Of Day

Is Active Monday

Is Active Tuesday

Is Active Wednesday

Is Active Thursday

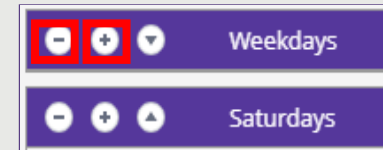
Is Active Friday

Is Active Saturday

Is Active Sunday

To add further **Schedules**, click the plus '+' on the first created schedule to add more.

Also if you wish to remove a **Schedule** click the minus to remove '-'



Once completed click the **'Save'** icon on the right-hand side

Schedules [AA\_BT\_Centre\_Opening\_Times] Save Delete Help Back Action

Schedule Display Name\* AA\_BT\_Centre\_Opening\_Times

Is Holiday

Uses Holiday Schedule AA\_BT\_Centre\_Holidays

Schedule Details +

- + Weekdays
- + Saturdays

To amend/change an existing **Schedule**. Find the schedule you wish to change

Schedules [AA\_BT\_Centre\_Opening\_Times] Save Delete Help Back Action

Schedule Display Name\* AA\_BT\_Centre\_Opening\_Times

Is Holiday

Uses Holiday Schedule AA\_BT\_Centre\_Holidays

Schedule Details

- Weekdays
- Saturdays

Schedule Details

- Weekdays Mon-Fri
- Saturday
- Sunday

Change accordingly.  
Once completed click the **'Save'** icon on the right-hand side

Saturday

Name\* Saturday

Start Time\* 09:00 AM

End Time\* 16:00 PM

End Of Day

Is Active Monday

Is Active Tuesday

Is Active Wednesday

Is Active Thursday

Is Active Friday

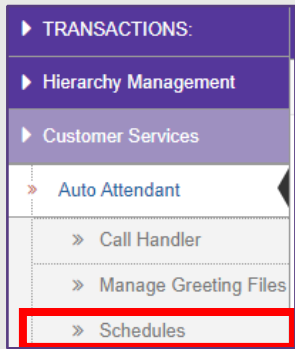
Is Active Saturday

Is Active Sunday



## Remove Created Schedule/s

To remove a schedule, go to **Schedules**. If there are a number of **Schedules** created, use the **'Search'** feature to find the **schedule**. Or if only a small list then scroll to find the one you wish to remove.



A screenshot of the 'Schedules' table interface. At the top, there are three tabs: 'BT\_DEVELOPMENT', 'BT TRAINING ONLY', and 'BTD\_860\_MACCLESFIELD'. A search bar is located to the right of the tabs. Below the tabs is a table with the following columns: Display Name, Start Date, End Date, Undeletable, Located At, and Device. The table contains two rows of data.

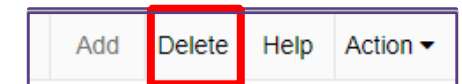
Display Name	Start Date	End Date	Undeletable	Located At	Device
<input type="checkbox"/> AA_BT_Centre_Holidays				BTD_860_MACCLESFIELD (Site)	Dedicated CUCxn, 10.44.160.82, 8443, hcs.BT-P1.BT-HCS1.BT_DEVELOPMENT
<input type="checkbox"/> AA_BT_Centre_Opening_TI...				BTD_860_MACCLESFIELD (Site)	Dedicated CUCxn, 10.44.160.82, 8443, hcs.BT-P1.BT-HCS1.BT_DEVELOPMENT

If there are a number of **Schedules** created in the then use the **'Search'** feature to find the **schedule**. Or if only a small list, then scroll to find the one you wish to remove.

Once found click the **tick** next to the one you wish to delete, then click the **Delete** button on the right-hand side of the screen.

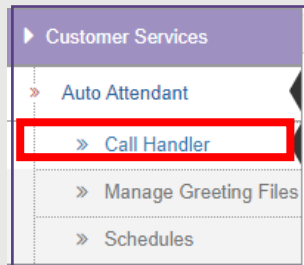
A close-up of a table row. The 'Display Name' column contains the text 'AA\_BT\_Centre\_Holidays'. To the left of the text is a small red square containing a white checkmark, indicating that this row is selected for deletion.

Display Name
<input checked="" type="checkbox"/> AA_BT_Centre_Holidays



## Call Handler/s

Click on your created **Call Handler**, you wish to configure. Below are the options that are available in the created **Call Handler** tabs.



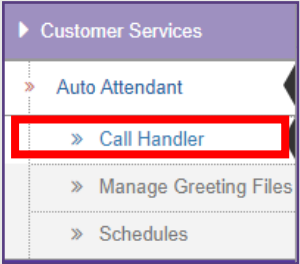
Once in the **Call Handler** you will see the following tabs below available. Below is a brief description, however click on each tab name to go to the relevant section:

- [Call Handler Basics](#): Shows Pilot, Time Zone, Schedule, Phone System, Language, Partition Name and Call Handler Owner
- [Transfer Rules](#). Enable or disable the required transfer rules. **Note that the Standard transfer rule can not be disabled.**
- [Caller Input](#). Edit the caller input, to configure user key input on keypad.
- [Greetings](#). What the user will hear from keypad press.
- [Record/Playback](#). configure the greeting that you want to record and playback on the chosen extension
- [Upload Greeting](#). choose the greeting file (.wav) to upload to the call handler



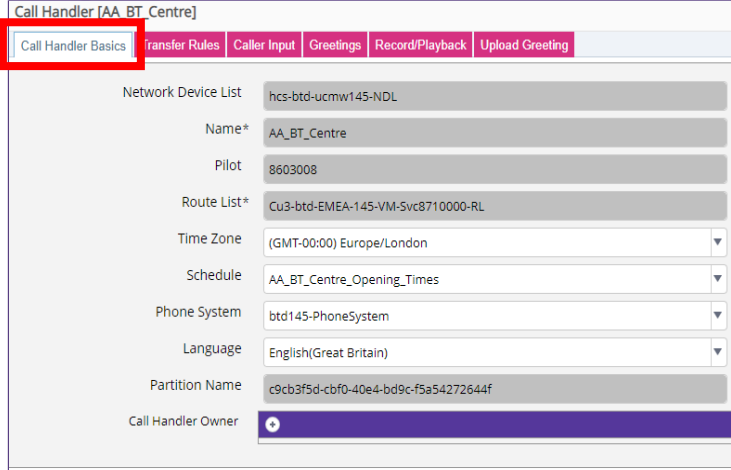
# Call Handler/s

Click on your created **Call Handler**, you wish to configure.



Once in the **Call Handler** you can do the following in the **Call Handler Basics** tab:

- **Time zone.** Change the Time Zone the Handler is operating in. use the drop-down option to change if required.
- **Schedule.** This will be the one created for the handler.
- **Phone System.** This will be the default switch/phone system to use for the transfers.
- **Language.** This can be changed to the Windows Locale ID (LCID) which identifies the language that the Cisco Unity Connection plays the handler system prompts.
- **Call Handler Owner.** This is the alias of the Cisco Unity Connection User to associate to the owner list of this Call Handler if applicable. Click the '+' icon to type/search for the name.



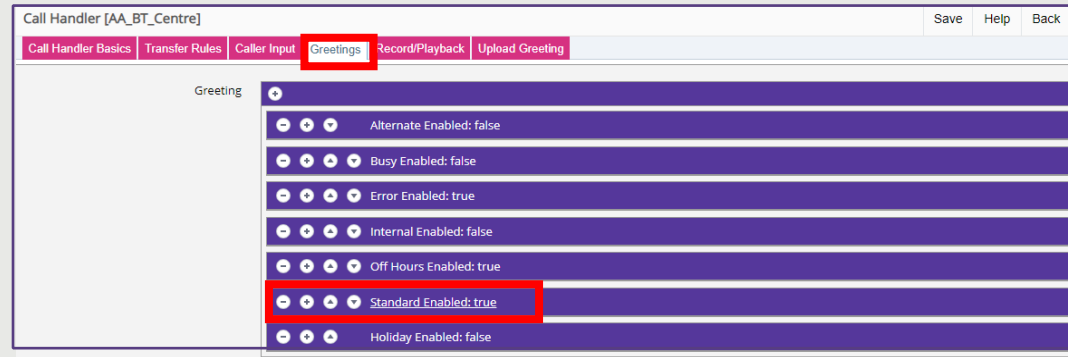
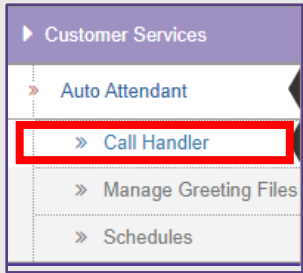
If any changes have been made, be sure to 'click' **Save** on the right-hand side of the screen.



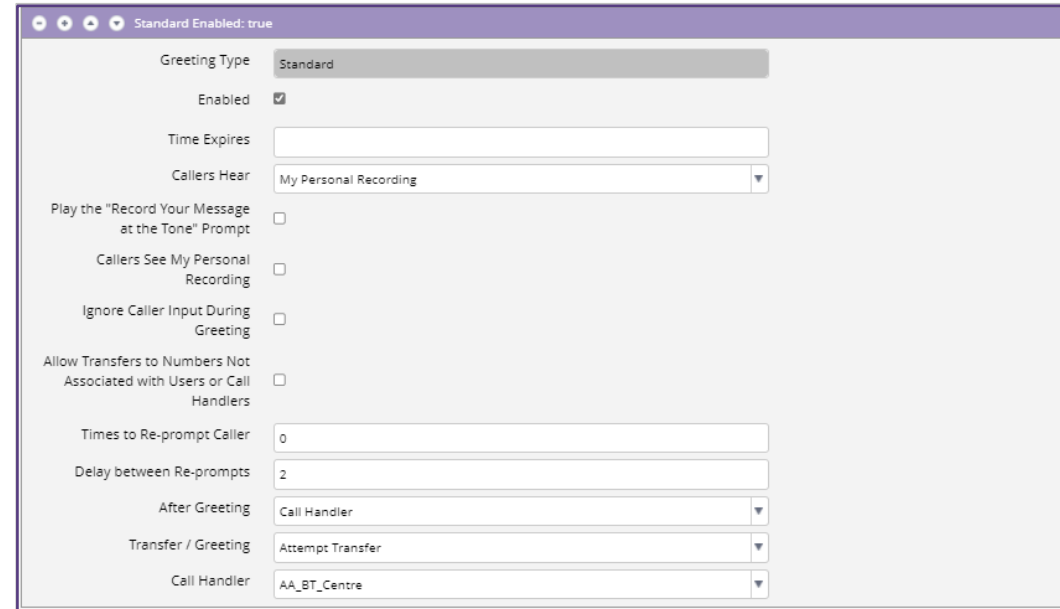


# Greetings Standard Hours

Click on your created **Call Handler**, you wish to configure. **Select Greetings** and **Standard Enabled**



- **Enabled.** This must be ticked to turn the feature on.
- **Callers Hear.** This will be **My Personal Recording** which is the organisation's set welcome message, and caller inputs. Or can be **System Default** or **Nothing**. If set to **My Personal Recording** make sure 'Play the Record your Message at the Tone' is unticked.
- **Delay between Re-prompt Caller.** This is default set at **two** seconds.
- **After Greeting.** How the call should be handled by the system.
- **Transfer/ Greeting. Attempt Transfer** to transfer the call. Or **Greeting.**
- **Call Handler.** This is the specific Handler it will go to for in hours.



## Greetings Standard Hours

Be sure to follow the example below for a **Basic** standard hours greeting

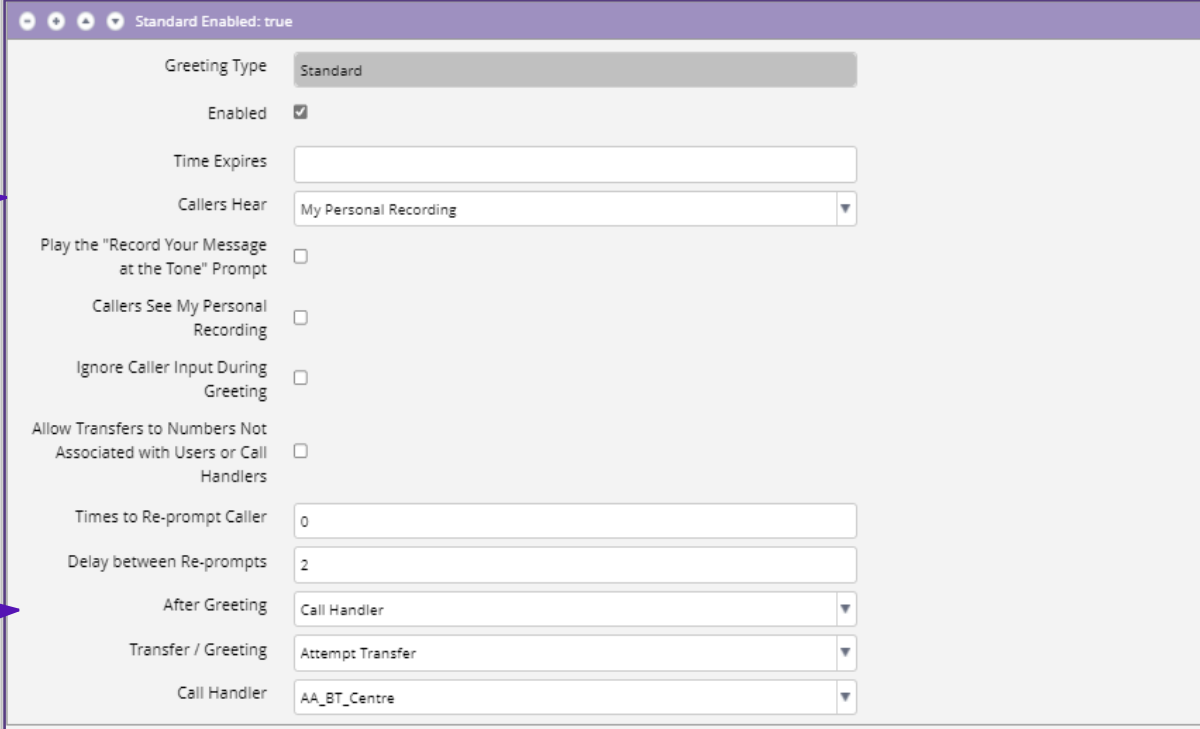
**Caller Hear.** This would be **'My Personal Recording'**. The greeting you have made.

**Make sure any tick boxes are unchecked.**

In this example we will transfer to a destination phone number.

The next slide **Transfer Rules** demonstrates the how to setup the destination phone number it will transfer to.

- **After Greeting.** This will go to the **'Call Handler'**.
- **Transfer/ Greeting.** This should be set to **'Attempt Transfer'**. Set if user does **NOT** input any key presses and goes to another Extension. The Extension is set in the **Transfer Rules tab** on the call Handler under **Standard**. See **Transfer Rule** section in the guide.
- **Call Handler.** This should be set to your **Main Call Handler**.



Standard Enabled: true

Greeting Type: Standard

Enabled:

Time Expires:

Callers Hear: My Personal Recording

Play the "Record Your Message at the Tone" Prompt:

Callers See My Personal Recording:

Ignore Caller Input During Greeting:

Allow Transfers to Numbers Not Associated with Users or Call Handlers:

Times to Re-prompt Caller: 0

Delay between Re-prompts: 2

After Greeting: Call Handler

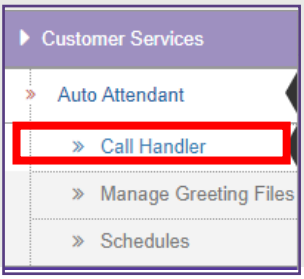
Transfer / Greeting: Attempt Transfer

Call Handler: AA\_BT\_Centre

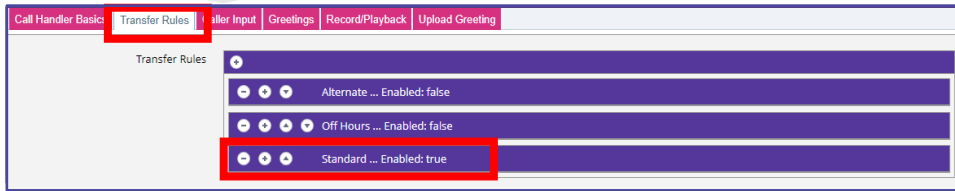
Once configured click the **Save** icon on the right-hand side OR if you need to create another greeting then go to the next one then **save**.

# Transfer Rules

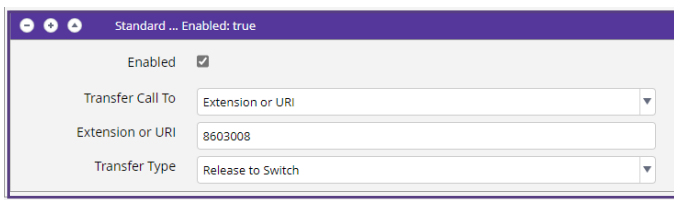
Click on your created **Call Handler**, then **Select Transfer Rules**



Once in the **Transfer Rules** tab, transfer rules are setup on the system by default. These three below are fixed (i.e., may not add/delete rules )but can be enabled or disabled. Note that the **'Standard Enabled'** transfer rule cannot be disabled. **Best practise is to use the 'Standard Enabled' option and not 'Alternative' or 'Off Hours'** for basic setup.



- **Standard.** Make sure the feature **'tick'** is **enabled** to apply the rules. For the **'Transfer Call To'** option. This can be either a standard **'Greeting'** or to an **'Extension or URI'** in the drop-down. For example using a **Hunt-group** using the **'Transfer Call To'** an **'Extension or URI'**.



For the **'Transfer Type'** you can **'Release to Switch'** or **'Supervise Transfer'**.

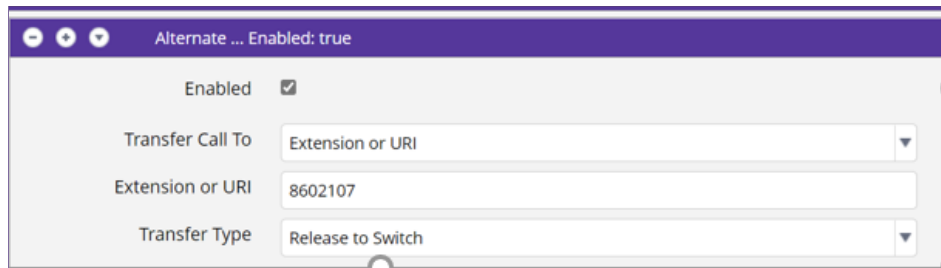
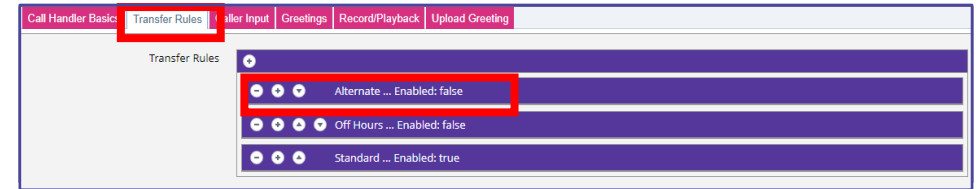
**'Release to Switch'** will send the call straight to the Hunt pilot number.

**'Supervise Transfer'**, the system will say an automated message, until it is picked up.

Once completed click the **'Save'** icon on the right-hand side

# Transfer Rules

If there is a requirement for emergency or alternative this can be set to overrule the **Standard** rules as a temporary measure. But be sure once the alternative or emergency has cleared untick the **Alternative** option and **save** to revert back to normal setup.



For the 'Transfer Type' you can 'Release to Switch' or 'Supervise Transfer'.

Enter the **Extension** to divert OR go to chose **Greeting**. In the example it is going to an alternative extension.

'Release to Switch' will send the call straight to the Hunt pilot number.

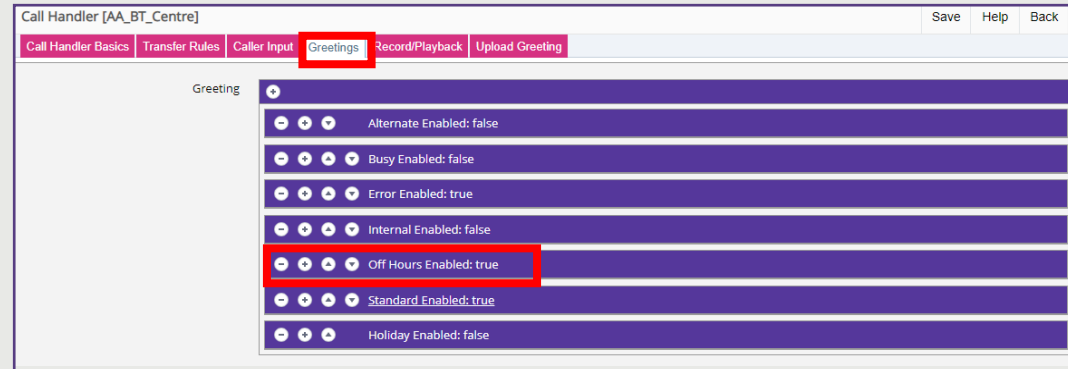
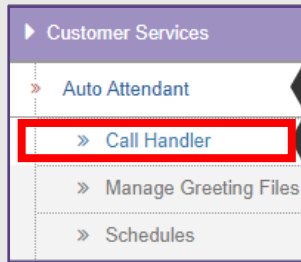
'Supervise Transfer', the system will say an automated message, until it is picked up.

Once completed click the **'Save'** icon on the right-hand side

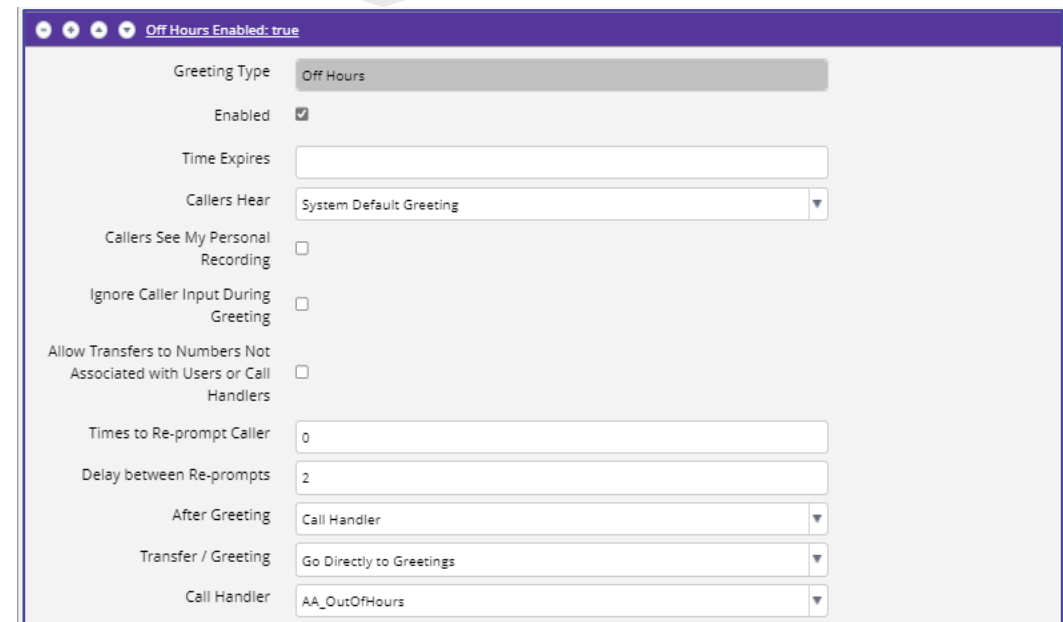


# Greetings Off Hours Greeting

Click on your created **Call Handler**, you wish to configure. **Select Greetings** and **Off Hours Enabled**



- **Enabled.** This must be ticked to turn the feature on.
- **Callers Hear.** This will be **My Personal Recording** which is the organisation's set welcome message, and caller inputs. Or can be **System Default** or **Nothing**.
- **Delay between Re-prompt Caller.** This is default set at **two** seconds.
- **After Greeting.** How the call should be handled by the system.
- **Transfer/ Greeting. Attempt Transfer** to transfer the call. Or **Greeting.**
- **Call Handler.** This is the specific Handler it will go to for out of hours.



Once configured click the **Save** icon on the right-hand side OR if you need to create another greeting then go to the next one then **save**.

# Greetings Off Hours Greeting

Be sure to follow the example below for a **Basic** off hours greeting that transfers off to another Call Handler.

**Caller Hear.** This would be 'My Personal Recording'. The greeting you have made.

**Make sure any tick boxes are unchecked.**

**In this example we will transfer to another call handler.**

- **After Greeting.** This will go to the 'Call Handler'.
- **Transfer/ Greeting.** This should be set to 'Call '
- **Call Handler.** This should be set to your **Out Of Hours** Call Handler.

Off Hours Enabled: true

Greeting Type: Off Hours

Enabled:

Time Expires:

Callers Hear: My Personal Recording

Play the "Record Your Message at the Tone" Prompt:

Callers See My Personal Recording:

Ignore Caller Input During Greeting:

Allow Transfers to Numbers Not Associated with Users or Call Handlers:

Times to Re-prompt Caller: 0

Delay between Re-prompts: 2

After Greeting: Call Handler

Transfer / Greeting: Go Directly to Greetings

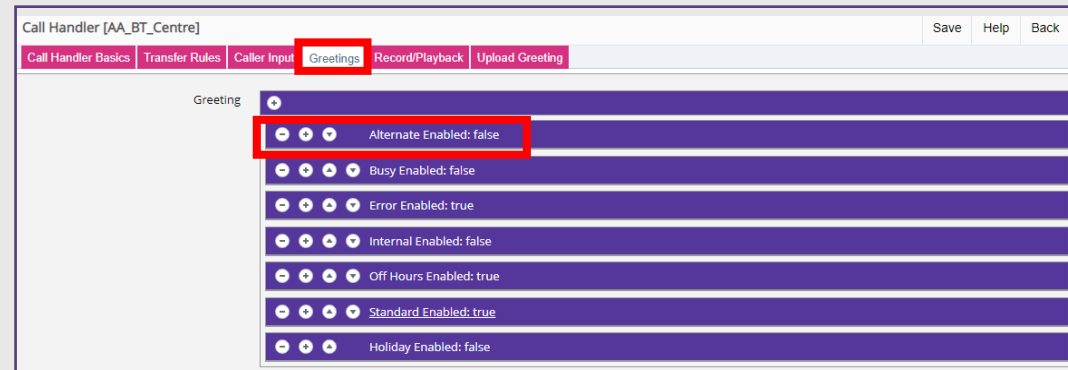
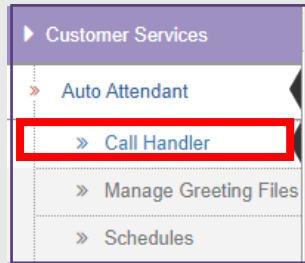
Call Handler: AA\_OutOfHours

Once configured click the **Save** icon on the right-hand side OR if you need to create another greeting then go to the next one then **save**.

## Alternative Greeting/ Emergency

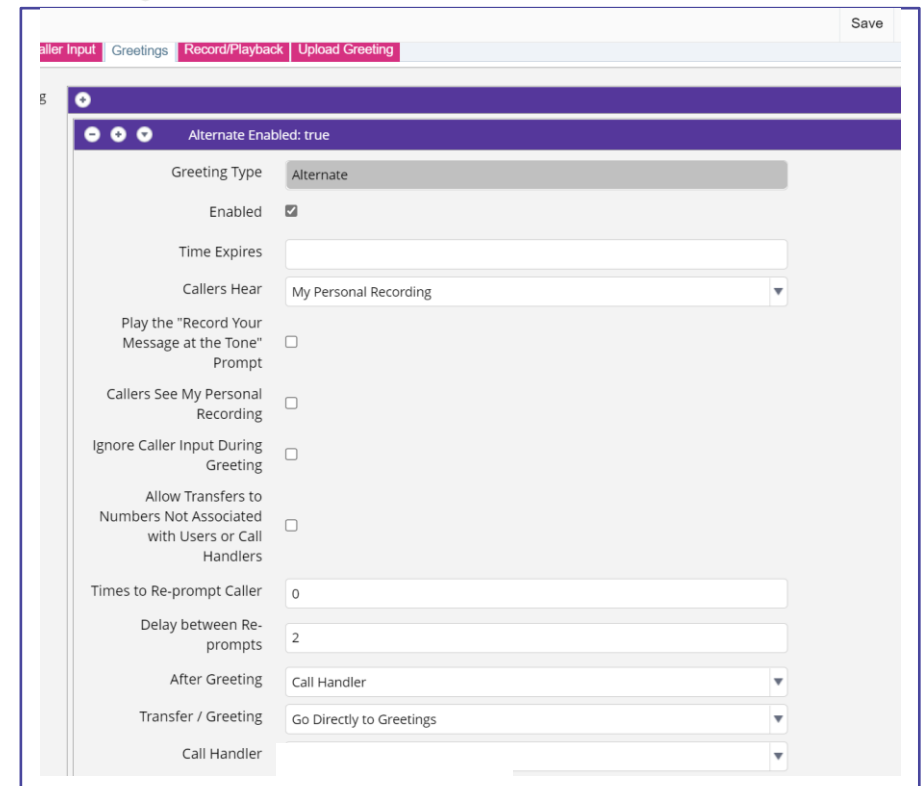
To create an alternative or emergency greeting.

Click on your created **Call Handler**, you wish to configure. **Select Greetings** and **Alternative Enabled**



- **Enabled.** This must be ticked to turn the feature on.
- **Callers Hear.** This will be **My Personal Recording** which is the organisation's set Emergency message, and caller inputs. Or can be **System Default** or **Nothing**. If set to **My Personal Recording** make sure 'Play the Record your Message at the Tone' is unticked.
- **Delay between Re-prompt Caller.** This is default set at **two** seconds.
- **After Greeting.** How the call should be handled by the system.
- **Transfer/ Greeting.** **Attempt Transfer** to transfer the call. Or **Greeting.**
- **Call Handler.** This is the specific Handler it will go to for Emergency.

Once configured click the **Save** icon on the right-hand side.



## Alternative Greeting/ Emergency

Be sure to follow the example below for a **Basic** alternative greeting that transfers off to another Call Handler.

**Caller Hear.** This would be 'My Personal Recording'. The greeting you have made.

**Make sure any tick boxes are unchecked.**

**In this example we will transfer to another call handler.**

- **After Greeting.** This will go to the 'Call Handler'.
- **Transfer/ Greeting.** This should be set to 'Call'
- **Call Handler.** This should be set to your **Emergency or Alternative** Call Handler.

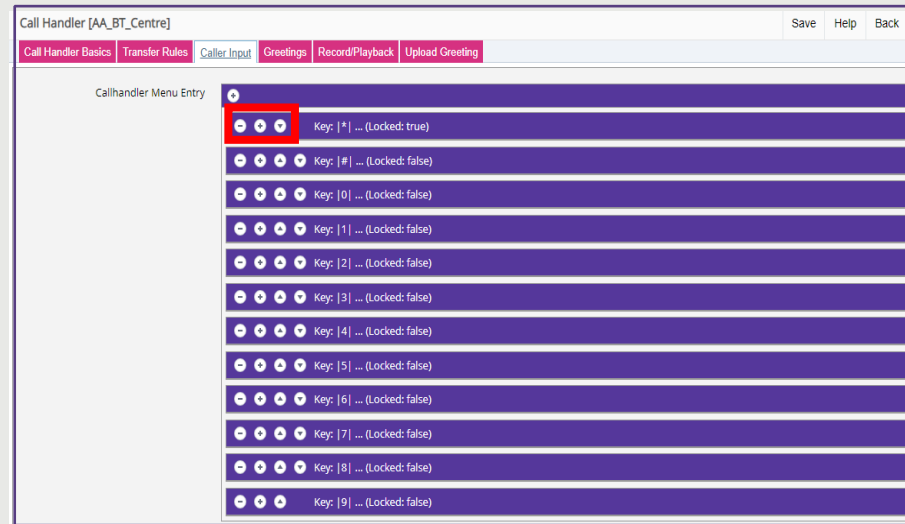
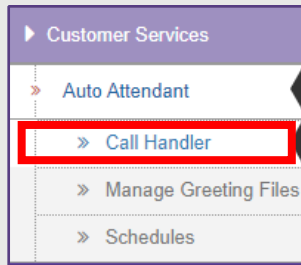
The screenshot shows a configuration window for an 'Alternate Greeting'. The window has a title bar with 'Caller Input', 'Greetings', 'Record/Playback', and 'Upload Greeting' tabs, and a 'Save' button in the top right corner. The main content area is titled 'Alternate Enabled: true' and contains the following settings:

- Greeting Type:** Alternate (selected in a dropdown)
- Enabled:**
- Time Expires:** (empty text field)
- Callers Hear:** My Personal Recording (selected in a dropdown)
- Play the "Record Your Message at the Tone" Prompt:**
- Callers See My Personal Recording:**
- Ignore Caller Input During Greeting:**
- Allow Transfers to Numbers Not Associated with Users or Call Handlers:**
- Times to Re-prompt Caller:** 0 (text field)
- Delay between Re-prompts:** 2 (text field)
- After Greeting:** Call Handler (selected in a dropdown)
- Transfer / Greeting:** Go Directly to Greetings (selected in a dropdown)
- Call Handler:** (empty dropdown)

Once configured click the **Save** icon on the right-hand side.

# Caller Input

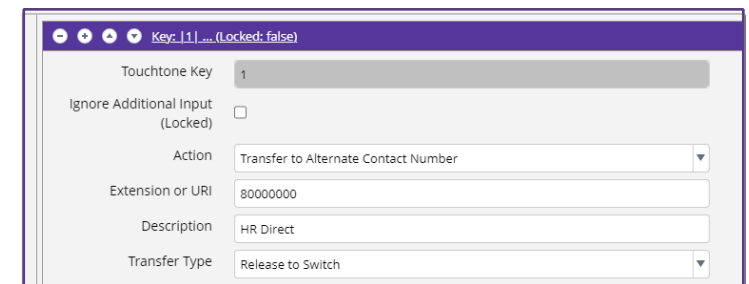
Click on your created **Call Handler**, you wish to configure. **Select Caller input**



The caller input section defines what button the user has to press to get to a particular department or person. This will correspond to the 'Greeting' that has been recorded/uploaded to the system. The configurable keys go from \*, #, to 0-9.

Enter each 'key' to configure which you can do the following:

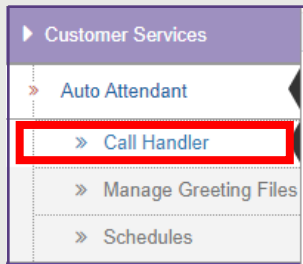
- **Touchtone Key.** The configurable **key** that has been chosen
- **Ignore Additional Input (locked).** **unticked** user to interface with the key press for input. If it is '**ticked**' then the input subsequent from the user **will** be ignored.
- **Action.** This will determine what the key press will do. For example, '**Transfer to Alternate Contact Number**' this will send the caller to a particular number or Hunt-group.
- **Extension or URI.** This will be the number the call will be sent to.
- **Description.** This is the description of what the **Touchtone Key** does for this option.
- **Transfer Type.** **Release to Switch** or **Supervised Transfer**.



Once you have completed the above and any other relevant keys. Click the **Save** icon on the right-hand side of the screen.

# Record and Playback

Click on your created **Call Handler**, you wish to configure. **Select Record/Playback**

A screenshot of the 'Record/Playback' configuration page for a Call Handler. The page title is 'Call Handler [AA\_BT\_Centre]'. The 'Record/Playback' tab is selected. The 'Message' field contains a text area with instructions: 'Select the extension you want to Record or Playback your greeting on. Once the form is filled out select Record Greeting or Playback Greeting option from the menu on the right. Please note that the duration is important and will allow the CUC server enough time to record/playback the greeting. Please note that it will take between 10-30 seconds for the phone to ring if configured properly.' Below the message field, there are fields for 'Call Handler Name' (AA\_BT\_Centre), 'Extension' (a dropdown menu), 'Specific Greeting' (a checkbox), and 'Duration (seconds)' (30).

From the **Record/Playback** tab, configure the greeting that you want to record and playback on the chosen extension.

This interface allows administrators to trigger a call to a physical device, which allows for recording or playback of a greeting. The extension to dial must be an accessible extension for the administrator (or user) to answer and record or listen to greetings.

For detailed step-by-step. Hover your mouse over the 'Message' box in the centre to view how to.

- **Extension.** Select an extension from the **drop-down**, or **manually** type in the number of the device you want to call to **record** or **listen** to a greeting.
- **Specific Greeting.** Tick box if you want to **record, playback** a greeting for Standard, or Busy, etc. Otherwise, the action will apply to the main **Call Handler**.
- **Duration.** Is the time (in seconds), that the system will allow to record a greeting, and does not apply when playing back a recording. This is an important timer, as setting this too low, might result in incorrect configuration.

A screenshot of the 'Record/Playback' configuration page for a Call Handler. The page title is 'Call Handler [AA\_BT\_Centre]'. The 'Record/Playback' tab is selected. The 'Message' field contains a text area with instructions: 'Select the extension you want to Record or Playback your greeting on. Once the form is filled out select Record Greeting or Playback Greeting option from the menu on the right. Please note that the duration is important and will allow the CUC server enough time to record/playback the greeting. Please note that it will take between 10-30 seconds for the phone to ring if configured properly.' Below the message field, there are fields for 'Call Handler Name' (AA\_BT\_Centre), 'Extension' (a dropdown menu), 'Specific Greeting' (a checkbox), and 'Duration (seconds)' (30).

**NOTE.** Do not click **Save** on this form, go to **Action > Record Greeting** or **Action > Playback Greeting** to **Save** these settings.

## Record and Playback

If there is a requirement to create an emergency or alternative greeting from a particular extension, go to the **Call Handler**. Choose the **Extension** to record the message. Make sure that the **Specific Greeting** is ticked, from the drop down box on **Greetings** choose **Alternative**

This will then call the extension and record the message. **Please note** this will override any recorded standard greeting. Be sure that any **Alternative** options on the Auto Attendant is **unticked** when the alternative or emergency is cleared.

Call Handler [AA\_BT\_Centre]

Call Handler Basics | Transfer Rules | Caller Input | Greetings | Record/Playback | Upload Greeting

Message

Select the extension you want to Record or Playback your greeting on. Once the form is filled out select Record Greeting or Playback Greeting option from the menu on the right. Please note that the duration is important and will allow the CUC server enough time to record/playback the greeting. Please note that it will take between 10-30 seconds for the phone to ring if configured properly.

Call Handler Name: AA\_BT\_Centre

Extension: 800001

Specific Greeting:

Greetings: Alternate

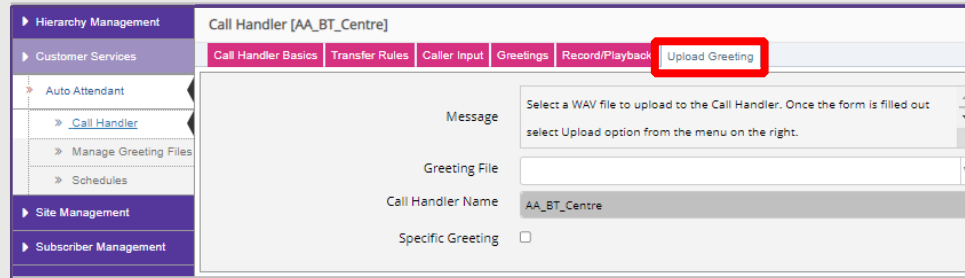
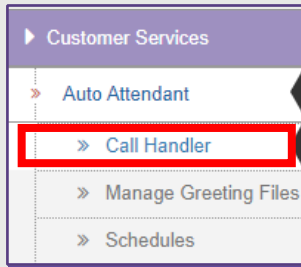
Duration (seconds): 30

For detailed step-by-step. Hover your mouse over the 'Message' box in the centre to view how to.

**NOTE.** Do not click **Save** on this form, go to **Action > Record Greeting** or **Action > Playback Greeting** to **Save** these settings.

# Upload Greeting

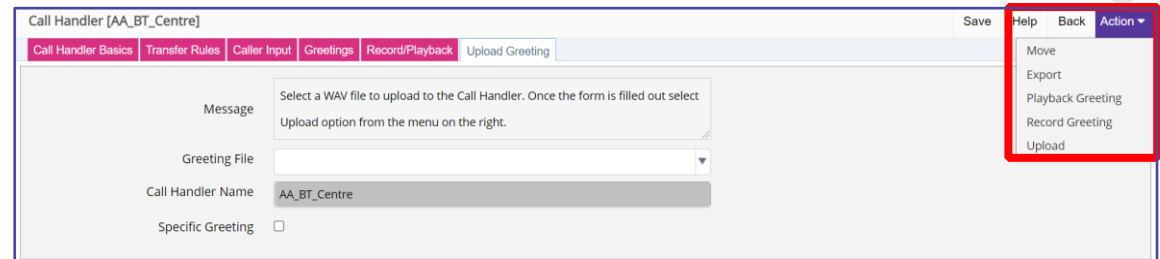
Click on your created **Call Handler**, you wish to configure. **Select Upload Greeting**



On the **Upload Greeting** tab, from the **Greeting File** drop-down, choose the greeting file (.wav) to upload to the **call handler**.

Click **Actions** Upload on the right-hand side and save.

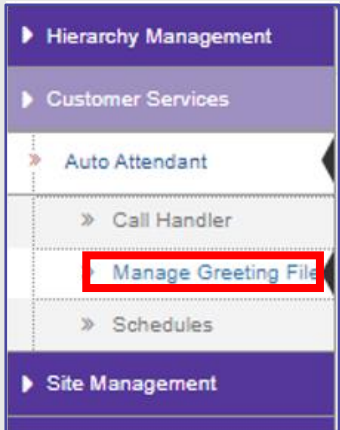
Then configure the specific greeting (if required), see next section **Manage Greeting Files**.





# Manage Greeting Files

Click on **Manage Greeting File**, to see a list of files uploaded.

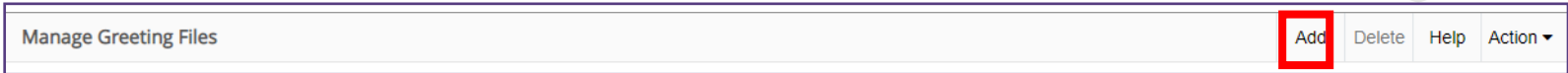


Filename	Description	Located At
<input type="checkbox"/> Voicemail divert.wav	test wav upload	BT_DEVELOPMENT (Customer)
<input type="checkbox"/> Ring05.wav	Ring05-test.wav	BTD_808_BAYNARD (Site)
<input type="checkbox"/> out_of_office.wav		BTD_860_MACCLESFIELD (Site)
<input type="checkbox"/> B4.wav	Welcome_Greeting	BDV_801_BT_AIS (Site)
<input type="checkbox"/> TOC 2.wav	Closed_Greeting	BDV_801_BT_AIS (Site)
<input type="checkbox"/> Closed_Message.wav		BDV_801_BT_AIS (Site)

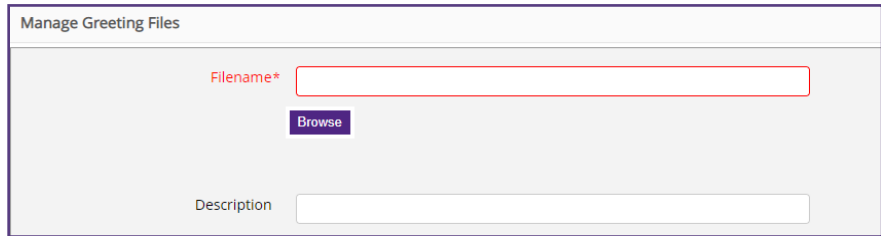
This section is where you have all the organisational files for the greetings that have been created and uploaded.

Please note the format of the .wav file must be 8000hz U-Law. Also ensure the audio file is at the same hierarchy as the auto attendant.

To add a file, go to **Add** on the right-hand side



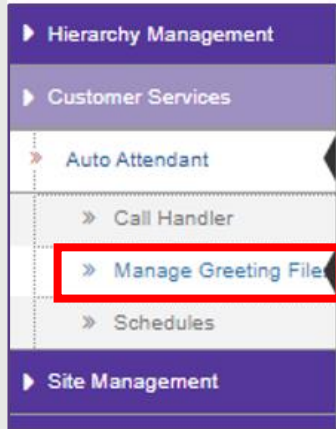
Find the file located on your machine by clicking **Browse** then **Open** then provide a **Description** then **Save**.



A screenshot of the 'Add' form for 'Manage Greeting Files'. It contains a 'Filename\*' field with a 'Browse' button, and a 'Description' field.

# Delete Greeting Files

Click on **Manage Greeting File**, to see a list of files uploaded and pick the one/s to delete.



A screenshot of a table titled 'Manage Greeting Files'. The table has three columns: Filename, Description, and Located At. It lists several files with checkboxes in the first column.

<input type="checkbox"/>	Filename	Description	Located At
<input type="checkbox"/>	Voicemail divert.wav	test wav upload	BT_DEVELOPMENT (Customer)
<input type="checkbox"/>	Ring05.wav	Ring05-test.wav	BTD_808_BAYNARD (Site)
<input type="checkbox"/>	out_of_office.wav		BTD_860_MACCLESFIELD (Site)
<input type="checkbox"/>	B4.wav	Welcome_Greeting	BDV_801_BT_AIS (Site)
<input type="checkbox"/>	TOC 2.wav	Closed_Greeting	BDV_801_BT_AIS (Site)
<input type="checkbox"/>	Closed_Message.wav		BDV_801_BT_AIS (Site)

You can also delete a file by selecting the file by **ticking** the file you wish to delete and click **Delete** on the right-hand side.

A screenshot of the 'Manage Greeting Files' table with the 'out\_of\_office.wav' row selected (checkbox checked) and the 'Delete' button highlighted with a red box.

<input type="checkbox"/>	Filename	Description	Located At	
<input type="checkbox"/>	Voicemail divert.wav	test wav upload	BT_DEVELOPMENT (Customer)	
<input type="checkbox"/>	Ring05.wav	Ring05-test.wav	BTD_808_BAYNARD (Site)	
<input checked="" type="checkbox"/>	out_of_office.wav		BTD_860_MACCLESFIELD (Site)	

Buttons: Add, Delete

