BT One Cloud Cisco Self Service (OCC)

Auto Attendant

Call Handler, Greetings, Schedules,

Transfer rules, Caller Input

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**.

BTs 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 to the contents page and select an item.

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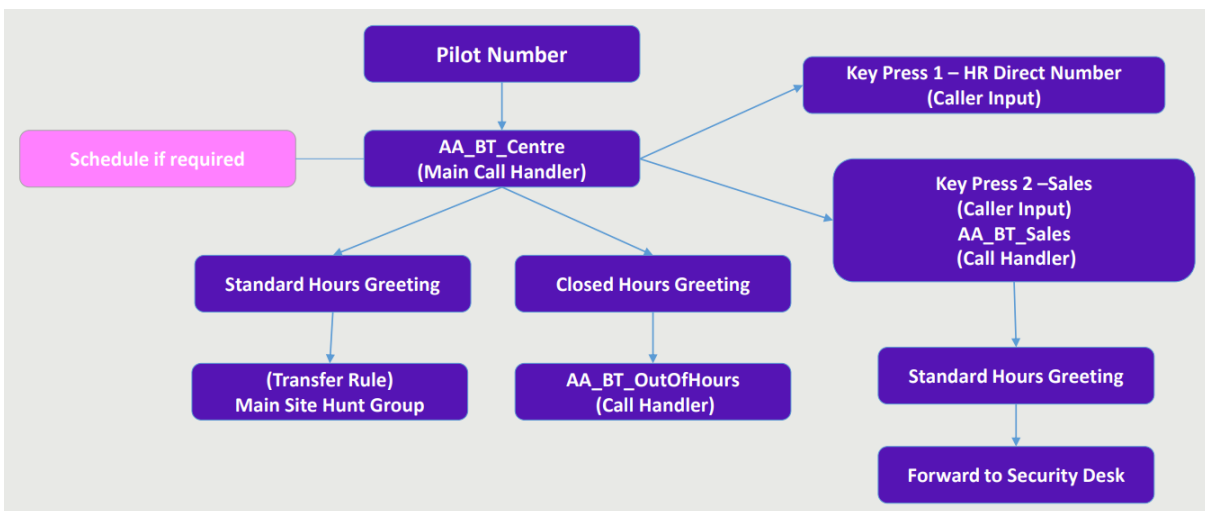
Example/s:

- 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
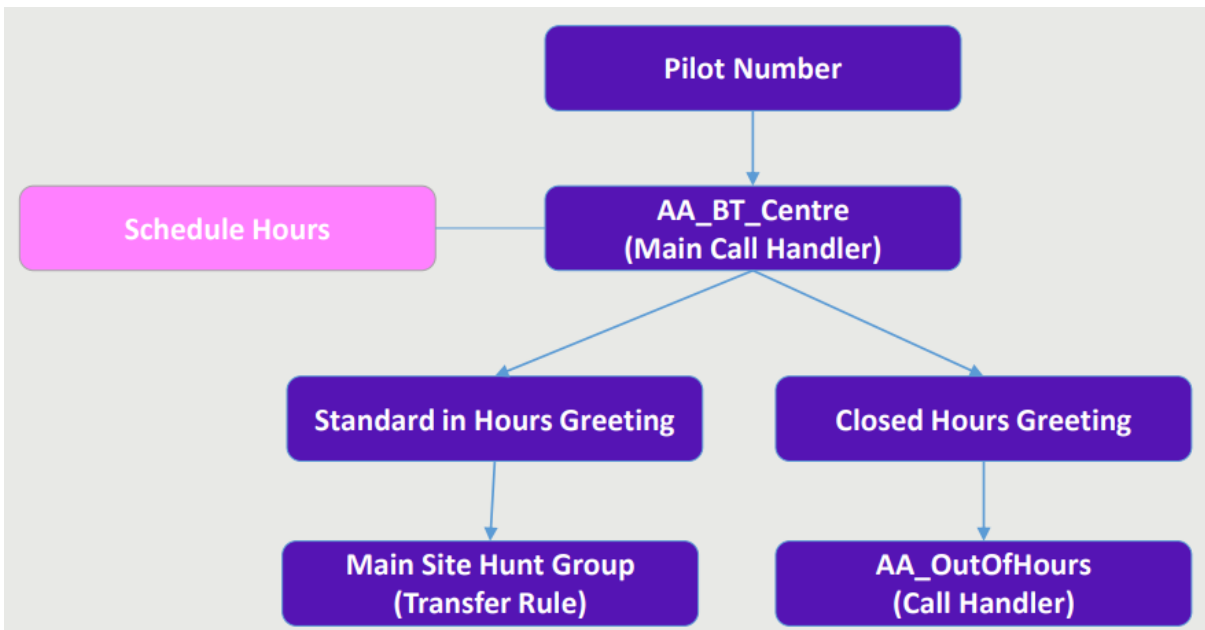
Overview of a Generic Auto Attendant

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 Page

View and access created Auto Attendant

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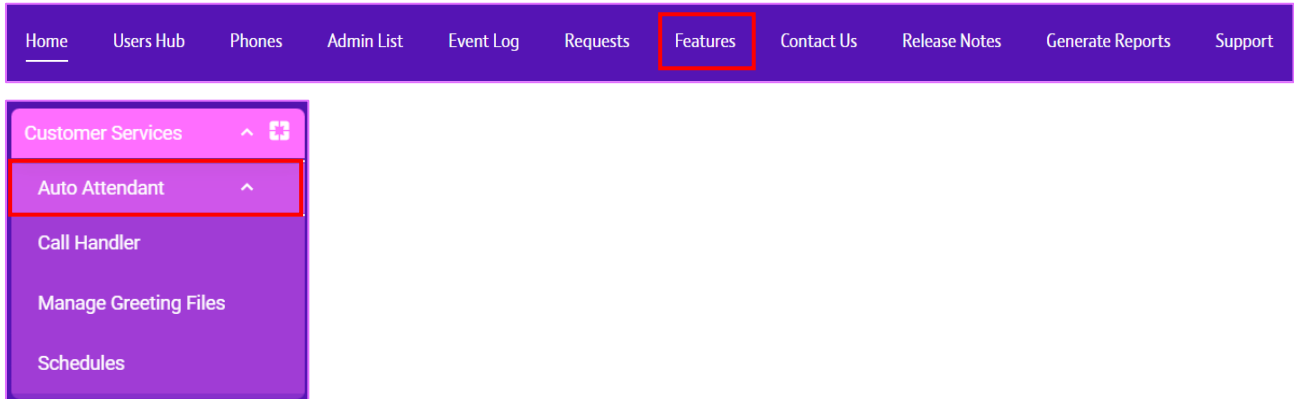

The below is an example setup of Auto Attendant on the OCC Platform. Please note depending on the order placed to BT it may differ.

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.
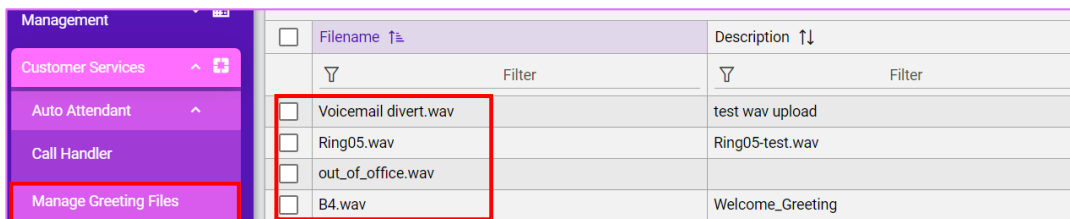
Call Handler
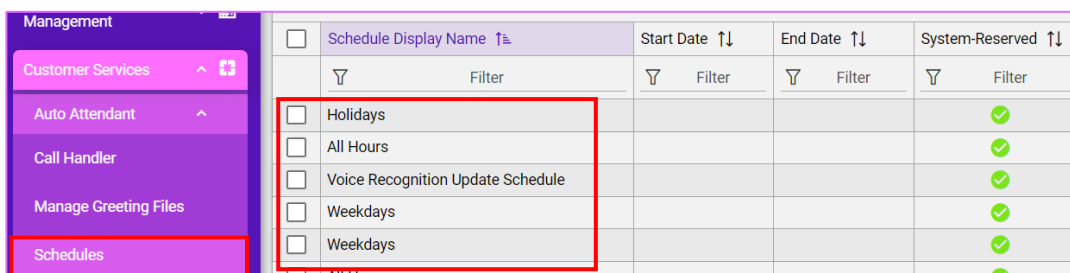Click to view and edit where applicable. For example, change your **Transfer Rules**.
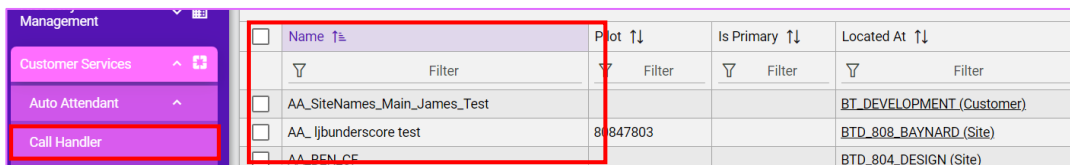
Manage Greeting Files
Click to view and edit where applicable. For example, **remove** and **add** another Greeting File.

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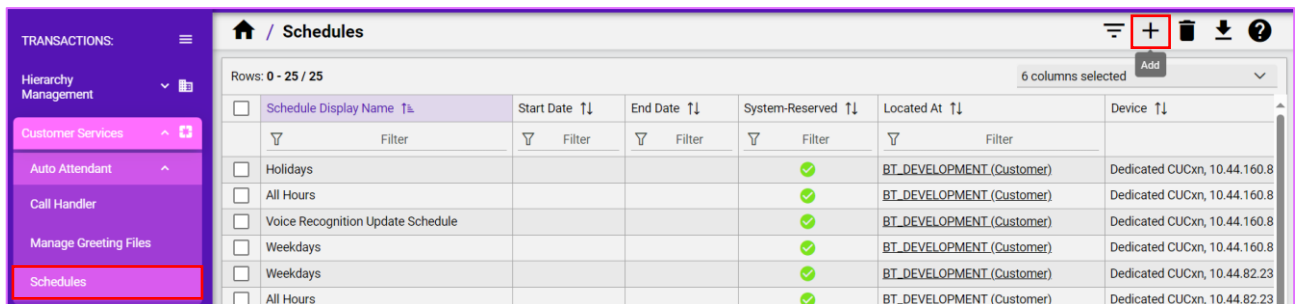
Create a Schedule

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 are created 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.

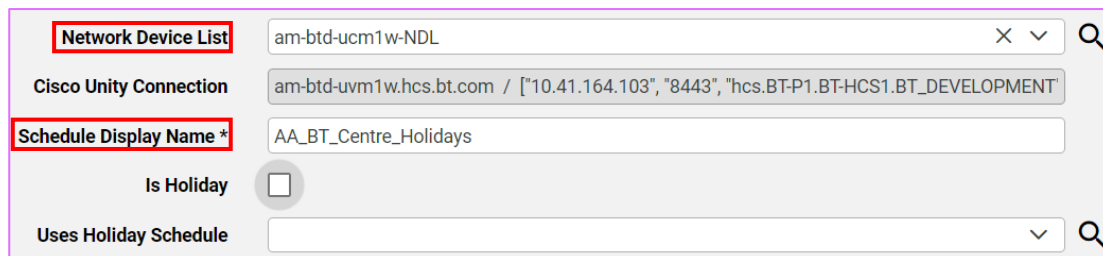Select **Schedules** and select, **Add**

Depending on the Hierarchy set, or your preference you will be presented at Division level. You may the option to Add at Site or Customer level instead.

Create a Holiday Schedule and amend

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 introduction.

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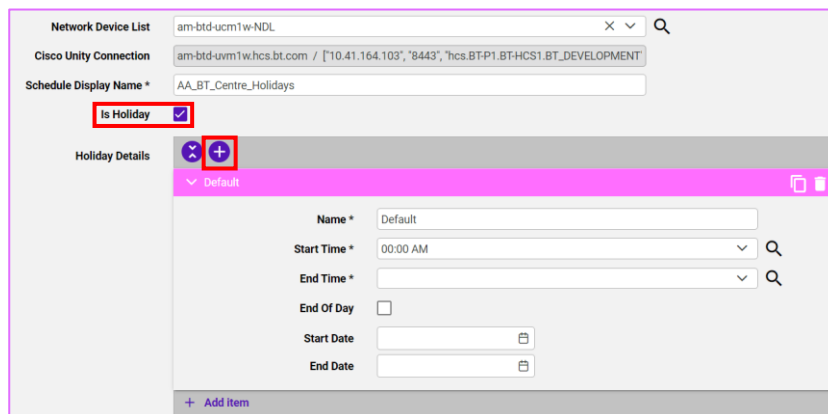
Once you have created a name for your **Schedule Display Name**.

Be sure to tick **Is Holiday**, this will change to **Holiday Details**,click the **+** icon next to it to enter your holiday.

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

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

Also if you wish to remove a holiday click the bin/delete to remove

Once completed click the **Save** icon on the top right.

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. Be sure to follow the naming convention AA_. as mentioned in the introduction.

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.

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.

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 bin/delete to remove

Once completed click the **Save** icon on the top right.

Remove Schedule/s

To remove a schedule, go to Schedules. If there are a number of Schedules created, use the **filter** feature to find the schedule or scroll through the list. Place a **tick** in the schedule you wish to delete and click **Delete**.

Call Handler/s

Click on the **Call Hander** you wish to configure.

Below are the options that are available in the created **Call Handler**. Click on the name for a more detailed description.

- **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 Basics

- **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 (LICID) 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.

Save if any changes have been made to any option, be sure to click **Save** on the top right.
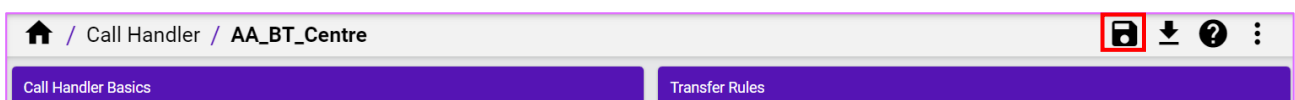
Transfer Rules
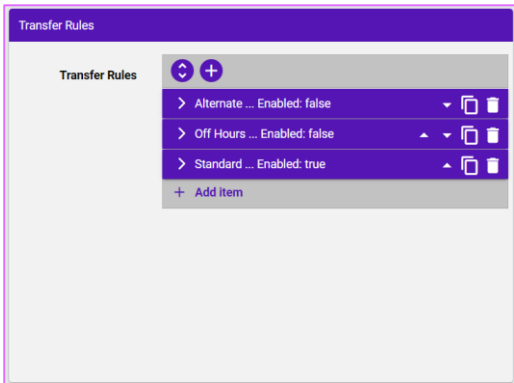
Transfer rules are setup on the system by default. These three below are fixed (i.e., may not add/delete rules) but can be enabled or disabled. Note that the **Standard** transfer rule cannot be disabled. Best practise is to use the **Standard** option and not **Alternative** or **Off Hours** for basic setup.

Standard: Tick **Enabled** to apply the rule 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 in the Transfer Call To an Extension or URI.
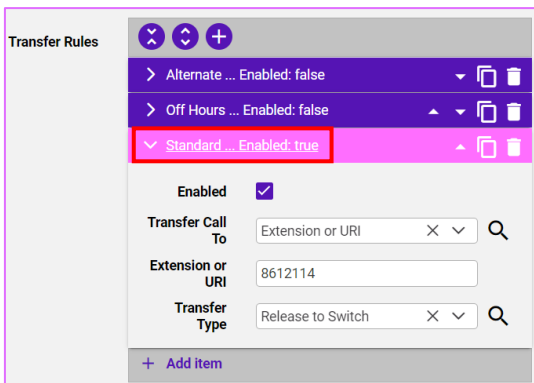
Transfer Type you can **Release to Switch** or **Supervise Transfer**. **Release to Switch** will send the call straight to the Hunt pilot number. **Supervise Transfer**, the system will say an automated message, until it is picked up.

Alternative: If there is a requirement in an emergency for **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 to normal setup.
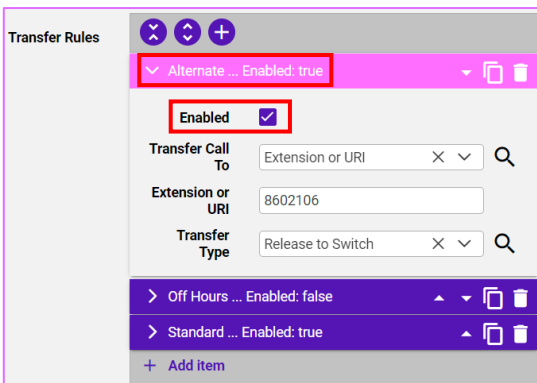

For the **Transfer Type** you can **Release to Switch** or **Supervise Transfer**.

Enter the **Extension** to divert OR go to choose Greeting. In example it is going to an alternative extension.
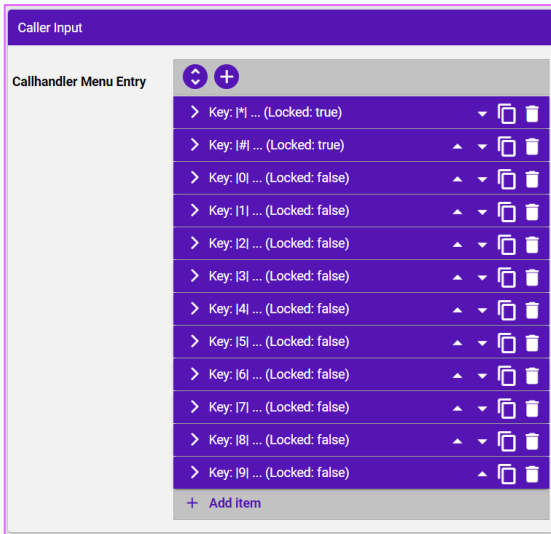
Release to Switch will send the call straight to the Hunt pilot number.

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

Save if any changes have been made to any option, be sure to click **Save** on the top right.
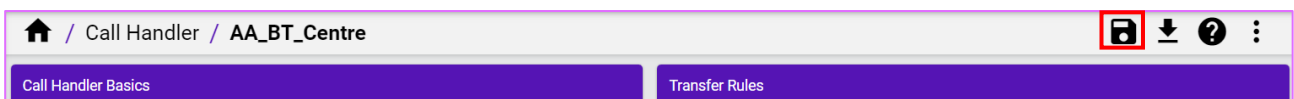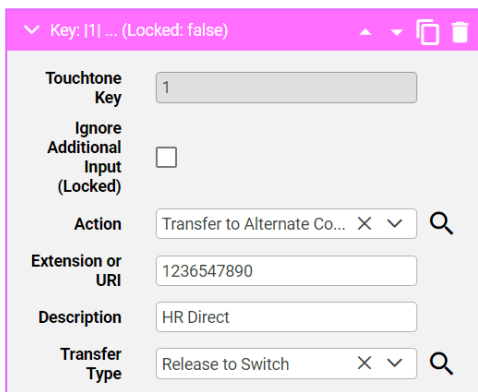
Caller Input

The caller input section defines what button the user must 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**.

Select each **key** to configure:

- **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.

Save if any changes have been made to any option, be sure to click **Save** on the top right.
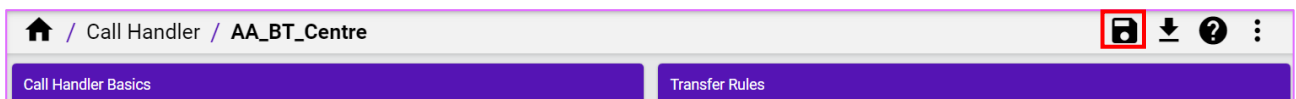
Greetings

This section defines what your organisation would want in the specific greetings on the Auto Attendant.
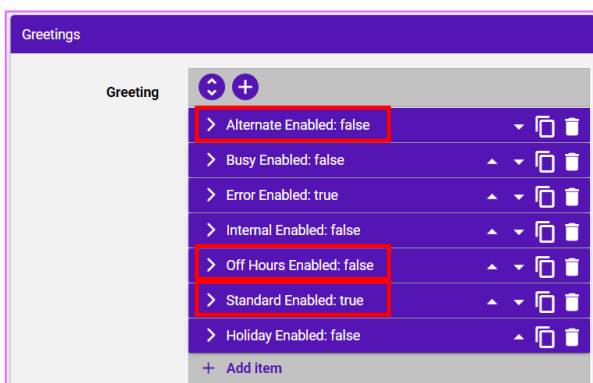
Standard Enabled: Greeting which will correspond to the open hours to be configured.

Off Hours Enabled: Greeting which will correspond to the closed hours to be configured.

Alternative Enabled: Greeting which will correspond to the Alternative or emergency.

Greetings Standard Hours

Click on your created Call Hander you wish to configure, within **Greetings** select **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.

Below is an example for a **Basic** standard hours greeting.

Callers Hear: This would be 'My Personal Recording'. The greeting you have made.

Make sure any tick boxes are unchecked (highlighted in red).

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

Transfer Rules demonstrates 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 a 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.
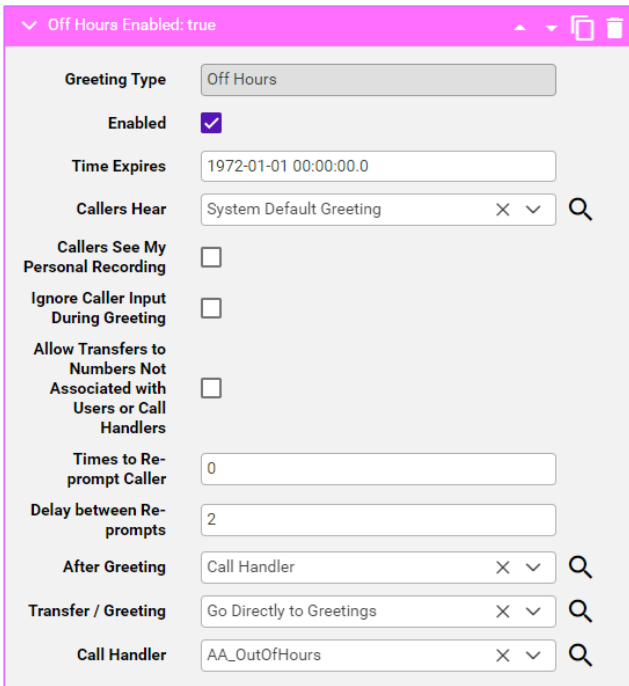
Call Handler: This should be set to your Main Call Handler.

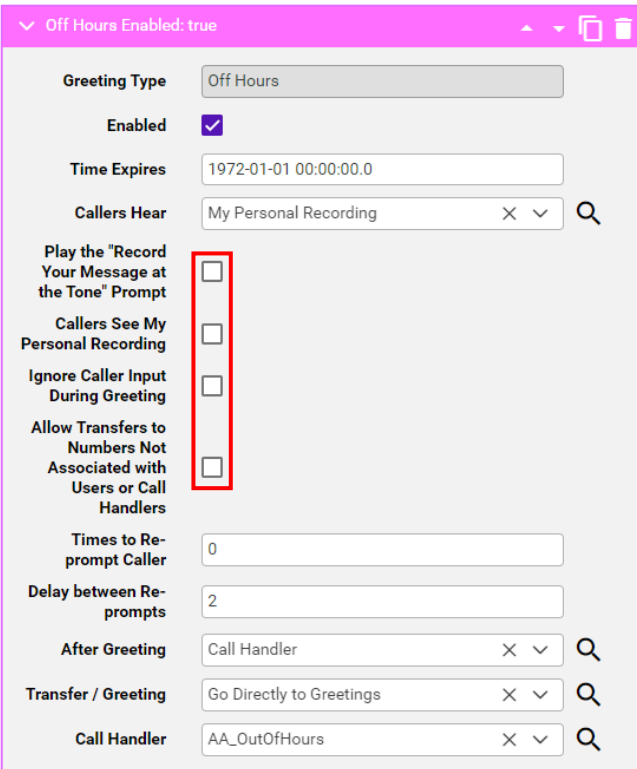**Save** if any changes have been made to any option, be sure to click **Save** on the top right.
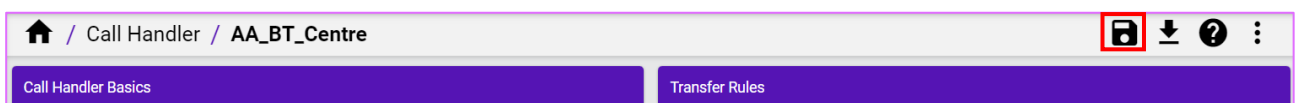
Greetings Off Hours

Click on your created Call Hander you wish to configure, within the **Greetings** option select **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.

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

Caller Hear: This would be 'My Personal Recording'. The greeting you recorded.

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.

Save if any changes have been made to any option, be sure to click **Save** on the top right.
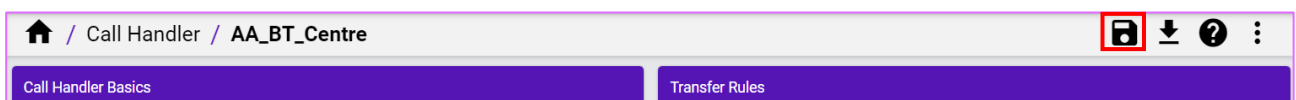
Alternative/Emergency Greeting

Click on your created Call Hander you wish to configure, within **Greetings** option select **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.

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

- **Caller Hears**: 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.

Save if any changes have been made to any option, be sure to click **Save** on the top right.
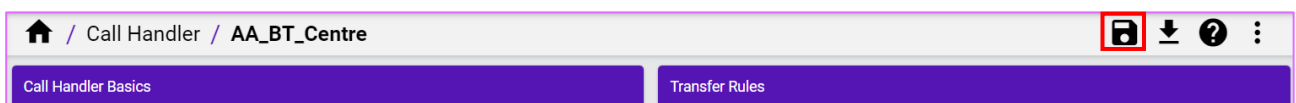
Record/Playback

From the **Record/Playback** option, 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.

NOTE: Do not click Save on this form, go to **More Items (⋮)** on the top right, then select **Record Greeting** or **More Items (⋮)** and select **Playback Greeting** to Save these settings.

Upload Greeting

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

Select **More Items** (⋮) on the top right, then **Upload** and Save. Then configure the specific greeting (if required), see next section **Manage Greeting Files**.

Manage Greeting Files

Click on **Manage Greeting Files** to see a list of uploaded files.
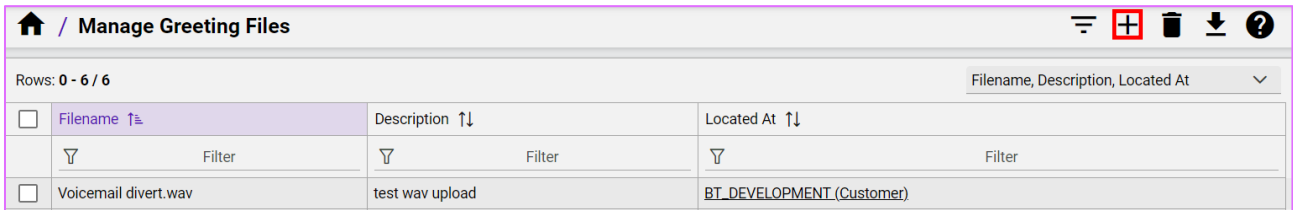
This is where you have all the organisational files for the greetings that have been created and uploaded.

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.
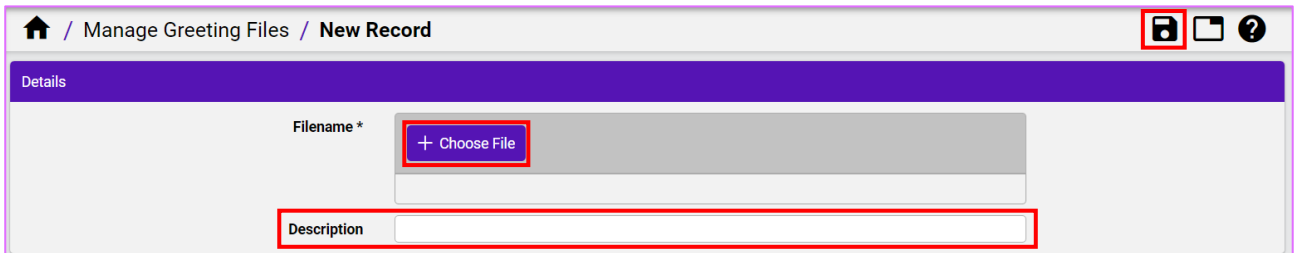
To add a file, click the **Add** (+) icon.

Browse for the file located on your computer by clicking **Choose File**, select the file and then click **Open**. Add a **Description** then **Save**.
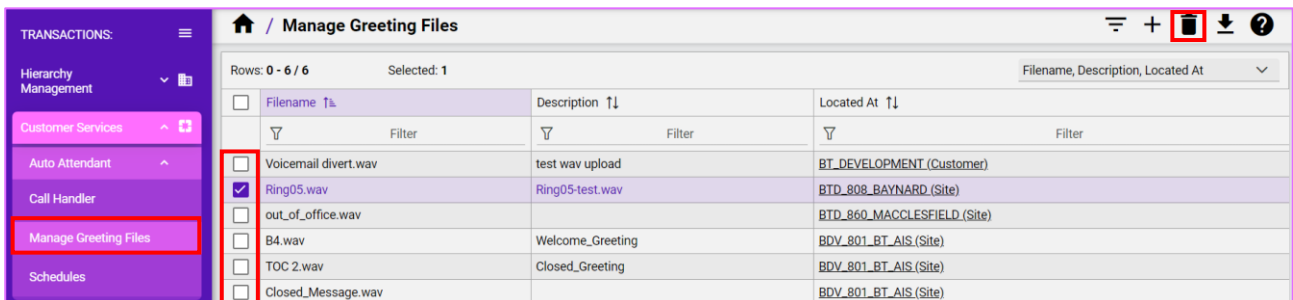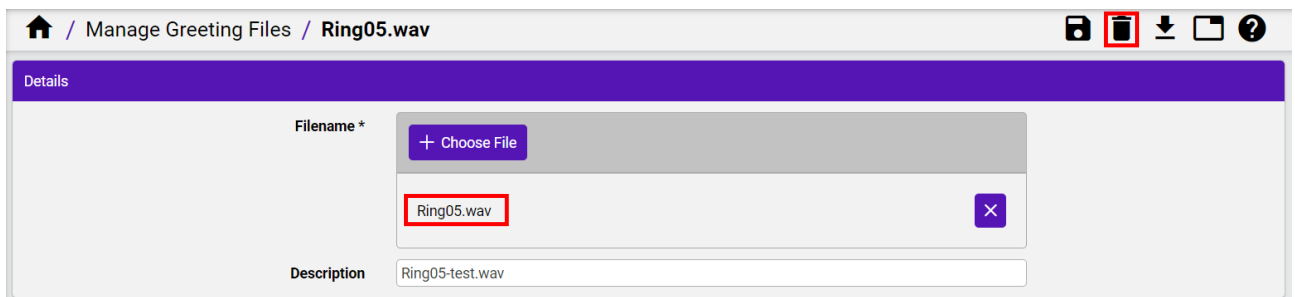

Delete Greeting Files

Click on **Manage Greeting Files** to see a list of uploaded files and choose the file/s to delete. Place a tick in the relevant box/es and click **Delete**.

You can also delete a file by clicking on the file name and then **Delete** on the top right.

BT

Find out more at our Support Centre