



# CHAPTER 11

## Auto Attendant Settings

### Impacted GUI: Cisco Unified Communications Manager Business Edition 3000 Administrative Interface

Auto attendant allows callers to locate users without talking to a receptionist. You can customize the prompts that are played for the caller, but you cannot customize how the software interacts with the customer.

You can set up auto attendant in the following modes:

- [Auto Attendant with One Menu for All Hours](#)
- [Auto Attendant with Different Menus for Open and Closed Hours](#)

### Auto Attendant with One Menu for All Hours

Select this option to specify the generic auto attendant settings for all hours. [Table 11-1](#) describes the settings that display when you select Auto Attendant with One Menu for All Hours.

**Table 11-1** Fields Descriptions for Auto Attendant with One Menu for All Hours Mode

| Setting                  | Description                                                                                                                                                                                                                                                |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Auto Attendant Extension | Displays the extension that users can dial for auto attendant. The extension number specified from the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard is displayed here.                                               |
| Audio Greeting           | Displays the current audio greeting file that is played when auto attendant is activated.                                                                                                                                                                  |
| New File                 | To change the audio greeting, click <b>Browse</b> to select a new greeting file or click inside the text box to select a new greeting.<br><br><b>Note</b> Cisco Unified Communications Manager Business Edition 3000 supports only .wav audio file format. |
| Dial by Extension        | Check the <b>Enable callers to dial lines directly</b> check box to allow the callers to directly dial the extension number after the greeting is played.                                                                                                  |

**Table 11-1** Fields Descriptions for Auto Attendant with One Menu for All Hours Mode

| Setting          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key              | Assign a key, from 1 to 0, on the phone for each extension. * and # are assigned for cancel and enter, respectively.                                                                                                                                                                                                                                                                                                                                        |
| Transfer to Line | Specify the extension. When the caller presses the key, the call is transferred to the extension configured.<br><br><b>Note</b> If you update or delete a user extension on the User page and that extension is configured for the Transfer to Line setting on the Auto Attendant page, the Auto Attendant page displays that the extension is invalid for the setting. From the Transfer to Line drop-down list box, select another extension and save it. |

## Auto Attendant with Different Menus for Open and Closed Hours

This option allows you to have separate auto attendant settings for business and closed hours. When you select this option the following tabs are displayed:

- Business Hours—[Table 11-2](#) describes the settings that display on the Business Hours tab
- Open Hours Menu—[Table 11-3](#) describes the settings that display on the Open Hours Menu tab
- Closed Hours Menu—[Table 11-3](#) describes the settings that display on the Closed Hours Menu tab

**Table 11-2** Fields Descriptions for Business Hours Tab

| Setting        | Description                                                                                                                                                                                                                                        |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Start Time     | Specify the time for each day when you want to start auto attendant greeting. You can select the hours, in 24-hour format, from the first drop-down list and minutes from the second drop-down list. The time can be set for each day of the week. |
| End Time       | Specify the time for each day when the auto attendant greeting stops playing. You can select the hours, in 24-hour format, from the first drop-down list and minutes from the second drop-down list. The time can be set for each day of the week. |
| Closed All Day | Check this check box if the office is closed on a particular day, for example, Sunday. The Start Time and End Time drop-down lists are disabled if you check this.                                                                                 |

Open Hours Menu and Closed Hours Menu tabs display the same fields, but these tabs allow you to specify different auto attendant settings for open and closed hours.

**Table 11-3** Fields Descriptions for Open Hours Menu and Close Hours Menu Tabs

| Setting           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Audio Greeting    | Displays the current audio greeting file that is played when auto attendant is activated.                                                                                                                                                                                                                                                                                                                                                                          |
| New File          | To change the audio greeting, click <b>Browse</b> to select a new greeting file, or click inside the text box to select a new greeting. Cisco Unified Communications Manager Business Edition 3000 supports only .wav audio file format.                                                                                                                                                                                                                           |
| Dial by Extension | Check the <b>Enable callers to dial lines directly</b> check box to allow the callers to directly dial the extension number after the greeting is played.                                                                                                                                                                                                                                                                                                          |
| Key               | Assign a key, from 1 to 0, on the phone for each extension.                                                                                                                                                                                                                                                                                                                                                                                                        |
| Transfer to Line  | Specify the extension number. When the caller presses the key, the call is transferred to the extension configured.<br><br><b>Note</b> If you update or delete a user extension on the User page and that extension is configured for the Transfer to Line setting on the Auto Attendant page, the Auto Attendant page displays that the extension is invalid for the setting. From the Transfer to Line drop-down list box, select another extension and save it. |

