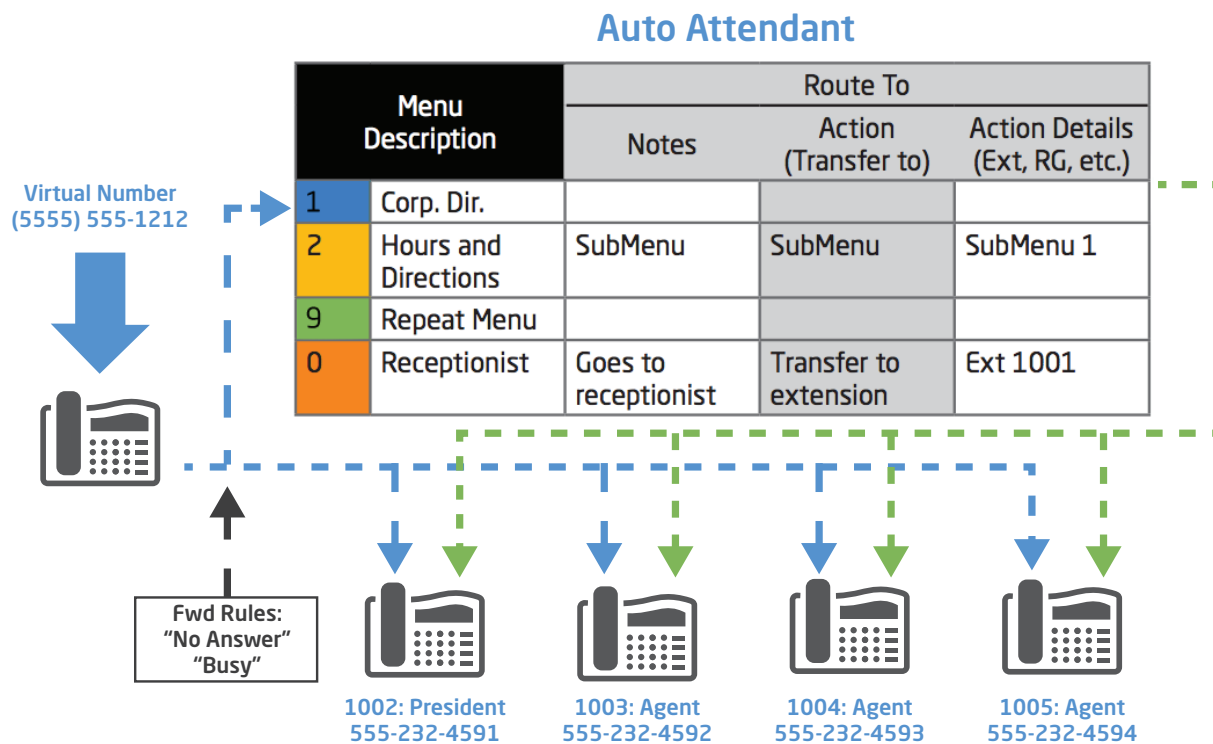


Auto Attendant—Small Office Setup

This example will show you how to set up your office to have a receptionist answer most calls live, but have the Auto Attendant assist during peak call hours, or after your business has closed.

Key concepts: Live answer by a receptionist — Using “Busy” and “No Answer” forward rules to get to the Auto Attendant — Considering caller ID options.



Set Up Notes

1. Decide which extension will be the receptionist
 - a. Set the “Busy” and “No Answer” forward rules to go to the Auto Attendant
2. Configure your Auto Attendant hours of operation and time-schedules
 - a. Add your options, including your Ring Groups, to the Auto Attendant
3. Record or upload your Auto Attendant messages
4. Set the Virtual Number to point at the receptionist’s extension

Other Tips

- To have calls go right to the Auto Attendant on-the-fly, toggle “Do Not Disturb” on/off on the receptionist’s extension
- Decide whether each phone should show its own Caller ID or the Caller ID of the main Virtual Number (this can be changed anytime)