

SCOPSERV
INTERNATIONAL INC.

ScopTEL™ IP PBX Software
Managing Auto Attendants

Auto Attendants

- Also known as an IVR Menu.
- In typical usage an Incoming Line is set according to a schedule to an Auto Attendant Menu Destination.
- Once the Auto Attendant answers a call the caller is prompted to enter DTMF entries from their keypad.
- Once the DTMF entry is matched then the Auto Attendant routes the call.
- DTMF inter digit timeouts are used to prevent conflicts with single digit entries Vs. extension numbers.
- An unlimited number of Auto Attendant menu objects can be created in the ScopTEL GUI.
- Multiple languages are supported, including English, French, Spanish.
- Click Add a new Auto Attendant to get started.

Name	Description	Keys Assignment	Public IVR	Include (CoS)	Tenant
alex0		Press '1' for Queue (ACD) (cdnmainque) Press '2' for Voicemail (voicemail:413/413: Alex Colavecchia) Press '9' for Extension(s) (265) Press '0' for Queue (ACD) (cdnmainque)			debcomainbtn
andrewaa	main AA Menu for Andrew green	Press '1' for Queue (ACD) (cdnmainque) Press '2' for Voicemail (voicemail:401/401: Daniel Baker) Press '0' for Extension(s) (221) Press '#' for: Repeat Menu Press '*' for: Repeat Menu No Input: Repeat Menu Invalid Input: Repeat Menu		restricted	debcomainbtn

- On the General tab select a tenant and give your AA menu a useful name.
- Click on the Options tab.

Application Manager: Auto Attendants: IVR businessany

Applications Auto Attendants Conferences Custom Scripts Scheduled Tasks

Auto Attendants

General Options Keys Assignment Custom Keys

* Name :
Name must contain only alphanumeric characters.

Description :

Save Copy Cancel



- Choose a Language to set the system prompt language
- Select one or more Announce Message(s) which are played back in order when the AA menu answers.
- Check Allow to dial local extension in order to allow local digit dialing from this AA menu.
- Use EXTREME caution if you Include ANY CoS objects from the Include other Class of Service list. If any Class of Service is allowed then any object in that Class of Service can be dialed from the AA menu and this includes Outgoing Lines. This option is not required for the AA menu to function normally.
- Click on the Keys Assignment tab to continue.

Auto Attendants

General Options Keys Assignment Custom Keys

Report Sort Order :
Highest value will be sorted first on Reports -> IVR.

Maximum Concurrent Calls :
If empty or set to 0, no limit will be enforced.

* Wait for response (sec) : 05
Default: 03

* Wait for key press (sec) : 03
Default: 03

Language : English

Announcement Messages

Time Delay before announcement playback :
You can specify 0.5 for an 1/2 seconds.

Announce Message(s) : 0001 : daygreeting (Global)

Permissions

Allow to dial local extension ? :

Allow Applications : 6900: Conference Bridge















Include other Class of Service : PoolA
PoolB
default
denied
fax
hotdesk
ldpin
main
management
paging
To select multiple items, hold down the Control (PC) or Command (Mac) key while clicking.

Enable public access to this IVR ? :
If this option is enabled, the IVR will be accessible or destination in extension (Personal IVR, Follow Me, etc)



Choose a Destination for each required single digit DTMF entry and for each timeout option. Destinations options include:

- Application
 - AGI Script
 - Auto Attendant
 - Busy Tone
 - CallBack Request
 - Company Directory
 - Class of Services Lookup
 - DISA
 - Conference
 - Go to next Destination
 - Queue (ACD)
 - Direct Agent (ACD)
 - Virtual Fax
 - VXML Script
 - Voicemail
 - Custom Script
 - Extension(s) (internal extensions and PSTN redirect including support for Pause and Hook Flash)
 - Hangup
 - Park and Announce
 - Play a Message(s)
 - Go to previous Destination
 - Route to Agent (ACD)
 - Repeat Menu
 - VoIP Account
 - Trunk (TDM)
 - Route By PIN
- Click Add when done.

General	Options	Keys Assignment	Custom Keys
Press '1' for ...			
		Destination #1  : <input type="text" value="None"/>	
Press '2' for ...			
		Destination #1  : <input type="text" value="None"/>	
Press '3' for ...			
		Destination #1  : <input type="text" value="None"/>	
Press '4' for ...			
		Destination #1  : <input type="text" value="None"/>	
Press '5' for ...			
		Destination #1  : <input type="text" value="None"/>	
Press '6' for ...			
		Destination #1  : <input type="text" value="None"/>	
Press '7' for ...			
		Destination #1  : <input type="text" value="None"/>	
Press '8' for ...			
		Destination #1  : <input type="text" value="None"/>	
Press '9' for ...			
		Destination #1  : <input type="text" value="None"/>	
Press '0' for ...			
		Destination #1  : <input type="text" value="None"/>	
Press '#' for			
		Destination #1  : <input type="text" value="None"/>	
Press '*' for			
		Destination #1  : <input type="text" value="None"/>	
No Input			
		Destination #1  : <input type="text" value="None"/>	
Invalid Input			
		Destination #1  : <input type="text" value="None"/>	

