



C4 Auto Attendant

Quick Reference Guide

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The C4 Auto Attendant automatically answers incoming calls and responds to touch-tone input, allowing callers to dial by first or last name, transfer to an extension, transfer to a direct inward dial (DID) number, route to an outside number and listen to announcements. Greetings are customizable and can be changed by you at any time using the instructions below.

Helpful Hints

- You will need a PIN number to record your Auto Attendant. By default, your PIN number is 1234#. If you would like to change your PIN, please let your Sales Engineer know and they will open a MAC ticket at no charge and customize your PIN.
- To record or modify messages, call the Auto Attendant. When you hear the Auto Attendant greeting, press *99 and enter your PIN.

First Time Users—Plan your C4 Auto Attendant Answering Options

Before you or Cypress Communications can record your Auto Attendant messages, you'll need to decide what you want your incoming callers to hear and what actions you want them to take.

You have a **primary menu** with up to nine selections (keys one through nine). Each of these selections can then go to a **secondary menu**. If you have purchased multiple Auto Attendants, these can be linked together, creating an unlimited number of levels of information.

For each primary menu selection, the user can do one of the following:

- a. Dial by first name
- b. Dial by last name
- c. Dial by extension
- d. Forward to a DID
- e. Play a message (hours of operation, directions)
- f. Route to an outside number
- g. Move down a tree level

For each secondary menu selection, the user can do one of the following:

- a. Dial by extension
- b. Forward to a DID (C4 or non-C4)
- c. Play a message
- d. List users, i.e. "Press 1 for Roger Abraham, Press 2 for Clyde Baker, Press 3 for Lisa Cannon, etc."

Tools to help you plan your C4 Auto Attendant

1. Write your primary Auto Attendant recording.

Your Auto Attendant recording plays each time a caller dials your office number. Use the sample Auto Attendant script show below, or create your own customized script.

Thank you for calling ABC Company. To better serve you, please listen to the following menu and select one of the options. At any time, you may press zero and be directed to an operator.

To dial by last name, press 1.

To dial by first name, press 2.

For Customer Care, press 3.

For Service, press 4.

For Sales, press 5.

For directions to our office, press 6.

2. Define Your Auto Attendant

The chart below is configured to match the sample recording shown above. Use this sample as a guide as you prepare your blank chart with your company's Auto Attendant messages.

	Action & Message Played for 1	Action & Message Played for 2	Action & Message Played for 3	Action & Message Played for 4	Action & Message Played for 5	Action & Message Played for 6	Action & Message Played for 7	Action & Message Played for 8	Action & Message Played for 9
Primary Menu	<p>Message: Press 1 to reach your employee by typing in their last name.</p> <p>Action: Go to Directory Listing by Name.</p>	<p>Message: Press 2 to reach your employee by typing in their first name.</p> <p>Action: Go to Directory Listing by Name.</p>	<p>Message: Press 2 to be directed to Customer Care.</p> <p>Action: Ring the Customer Care Hunt Group.</p>	<p>Message: Press 4 to be directed to our Service Center.</p> <p>Action: Ring the Service Center Hunt Group.</p>	<p>Message: Press 5 to be directed to our Sales Department.</p> <p>Action: Ring the Sales Hunt Group.</p>	<p>Message: ABC is located at 1234 Sample St. Take 71 South to Oak Rd. Take a right on Sample St. We are located next to Al's Grocery on the right.</p>	N/A	N/A	N/A
Second Level Menu	<p>Message: Type in the last name of the employee you would like to reach and then press #.</p> <p>[input by caller]</p> <p>Action: Transfer to the employee whose name is verified by the caller.</p> <p>Or: Message: I'm sorry there is no one in the directory that matches your input. Please press 1 to try again or press 0 to transfer to a company operator.</p>	<p>Message: Type in the first name of the employee you would like to reach and then press #.</p> <p>[input by caller]</p> <p>Action: Transfer to the employee whose name is verified by the caller.</p>	<p>A. Message: Press 1 for billing questions.</p> <p>B. Message: Press 2 for technical questions.</p> <p>[input by caller]</p> <p>Action A: Ring the Billing Hunt Group.</p> <p>Action B: Ring the Technical Hunt Group.</p>	N/A	N/A	N/A	N/A	N/A	N/A

Helpful Hints—Implementing Your Auto Attendant

Once you've planned how you want your Auto Attendant to function, you can implement it by giving the chart to your Communications Consultant when they are at your office completing your Scope of Work. Cypress Communications will configure your Auto Attendant when we provision your service.

After installation, you can easily re-record your Auto Attendant. Refer to the section of this document called "Recording Customized Messages".

Recording Customized Messages

Greetings at each menu prompt are customizable and can be changed by you at any time.

When recording greetings, make sure you are in a quiet location with little background noise and use your handset rather than the speakerphone.

Record Primary Menu Greetings

- a. From the Main Menu, press *99
- b. Enter your PIN number (1234#)
- c. To record the Primary Menu greeting, press 0. To record messages for prompts 1 through 9, enter the number of the selection: 1 through 9.
- d. There will be a long pause. After the beep, record your message.
- e. When finished, press # to listen to your message.
- f. To save message, press *7.
- g. To re-record, press *8.
- h. To exit, press *9.
- i. Record the greetings that are associated with each Primary Menu selection.

For example, the main greeting prompts your users to press 4 to be transferred to service. After the caller presses "4", you want them to hear the following message: "Thank you for calling ABC Service. Please press 1 for help with your invoice or press 2 for technical assistance."

- a. On your telephone, enter the number for the menu, 1 through 9.
(In our example above, we would type in "4".)
- b. After the beep, speak your message into the phone.
Example: "Thank you for calling ABC Service. Please press 1 for help with your invoice or press 2 for technical assistance."
- c. When finished recording, press # to listen to your message.
- d. To save message, press *7.

- e. To re-record, press *8.
- f. To exit, press *9.
- g. Repeat a. through g. until you have recorded the messages for all of your Primary Menu prompts, 1 through 9.

Record Secondary Menu Greetings

In our previous example, callers pressed “4” to transfer to service, and once there, hear that they have two options—to press 1 for invoice help and to press 2 for technical help. The selections for invoice help and technical help are Secondary Menu selections.

When a user enters “4” and then “1”, you plan to transfer the call to the invoice help desk. The user will not hear another message, so there is nothing to record.

However, when a caller enters “4” and then “2”, you plan to give them two more options: to press “1” for hardware support or to press “2” for software support. You will need to record this message.

- a. On your telephone, enter the number for the menu, X1 or X2, where “X” is the number of the Primary Menu selection. (In our example above, we would type in “41” or “42”.)
- b. After the beep, speak your message into the phone.
- c. When finished recording, press # to listen to your message.
- d. To save message, press *7.
- e. To re-record, press *8.
- f. To exit, press *9.
- g. Repeat a. through g. until you have recorded the messages for all of your Secondary Menu prompts, X1 through X9.

Record Employee Names for the Directory

If you are using the “dial by first name” or “dial by last name” menu options, you will need to record each employee name so that the system can play it back for the caller when it is selected.

To record names for the company directory:

- a. Dial the Auto Attendant.
- b. When the system answers, press *99.
- c. Enter your PIN (1234#).
- d. Enter the four digit extension of the person’s name you want to record.
- e. There is a pause and a beep – be prepared to start recording at the beep.
- f. When finished recording, press #
- g. To save, Press *7.
- h. To re-record, press *8.
- i. To exit, press *9.

Record After Hours Greeting

You can record an after-hours greeting that callers will hear if they call your office outside of normal business hours. For example, “Thank you for calling ABC Company. We are currently closed. Our hours of operation are 8AM to 6PM.”

To record the after-hours greeting:

- a. From the Main Menu, press *99
- b. Enter your PIN (1234#)
- c. Press *1
- d. There is a pause and a beep—be prepared to start recording at the beep.
- e. When finished recording, press # to listen to your message.
- f. To save, Press *7.
- g. To re-record, press *8.
- h. To exit, press *9.

Forward to a DID or Other Number

Calls can be forwarded to a DID (C4 or non-C4) or to an outside number when a caller selects a particular menu option. For example, “To reach ABC Company’s headquarters in Seattle, press 6”. Your Communication Consultant will work with you to configure the set-up of your system. If you need to change or add additional DID’s and outside numbers, please contact your Customer Account Manager.

Important Information—System Administrator

For security reasons, it is important to designate one person in the company as System Administrator. Only the designated System Administrator will have the authority and access to modify the system messages as needed. This lessens the potential for faulty information being recorded and general misuse of the system.