AUTOMATED ATTENDANT
User Guide
Introduction

Automated Attendant is a software product that enables departments to handle more calls without adding telephone lines or staff. It is designed for departments that receive a large volume of incoming calls or for those that may not have enough telephone support staff to handle call traffic.

Automated Attendants help manage the flow of incoming calls by automatically answering calls without the intervention of a live operator. They can route callers to specific extensions or frequently called numbers, take messages, provide information, and allow callers to reach an operator at any time or at selected points.

Each Automated Attendant is customized to meet departmental needs. Reports are provided, allowing departmental supervisors and managers to review call patterns and attendant use for more effective management.

This guide describes Automated Attendant features offered by CTS to support departmental supervisors and/or managers with system management. Some features described in this guide may not apply to your specific service.

CTS Training offers a variety of classes, user guides, and reference materials to assist UCLA employees with the communications products and services available from CTS. The CTS Training Help Desk can answer questions you may have about the use of CTS products and services.

If you need disability auxiliary aids or services in using training materials or during a training class, please notify CTS Training ten business days in advance.

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BASIC OPERATION

System Access

The Automated Attendant is accessed by dialing the department’s main number which is referred to as the pilot number. System prompts help direct you. To record mailbox greetings or messages, or to retrieve messages within the Automated Attendant, you must dial the pilot number and access the appropriate mailbox. After completing an action within a mailbox, you may go to another mailbox or exit the system.

Access Automated Attendant Mailbox
1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt

Go To Another Mailbox
1. Press 9 0 #
2. Enter appropriate mailbox number
3. Enter security code; listen for “ready” prompt

Exit Automated Attendant
Press 9 9

Commands

Commands are used to initiate an action within a mailbox. Greeting and message commands are universal and can be used within any mailbox. Some actions control the routing and greeting options of your application. Therefore, only use the commands for which you have been trained to perform.

Greeting Commands

# Stop Greeting Play or Leave Greeting Unchanged
1  Turn On
2  Turn Off
4  Select Greeting
5  Listen
6  Record
114 Record Message as a Greeting

Message Commands

*  Pause
#  Stop Message Playback
2  Back Up Several Seconds
3  Delete
4  Go Ahead Several Seconds
5  Listen or Go To Next Message
7  Save
8  Time and Date of Message
15 Go To End of Message
18 Volume of Message Playback
22 Go Back to Begining of Message
**Recording Tips**

An effective script is crucial to the success of your Automated Attendant application. Test the effectiveness of your scripts by reading and listening to them. Written text may not be as clear when spoken. Ensure your greetings are easy to understand. Callers typically listen to 30 seconds of information before becoming impatient.

- The Main Menu should contain a welcome message, company name/division, and hours of operation
- Avoid “reading” the script; treat it as a conversation with the caller
- Speak more slowly than usual; be relaxed
- Language should be simple and easily understood
- Use common words and avoid using acronyms or jargon
- Be concise and brief
- Say “press” or “enter” instead of dial
- State caller action items at the end of the script
MAILBOX MANAGEMENT

Security Code

Every Automated Attendant mailbox has a security code. All Automated Attendant mailboxes are set at a default security code, which is 3425 (dial). The security code may be changed and can be unique for each mailbox. All security codes must be four digits in length. If you choose to change one or more mailbox security codes, please notify your CTS Consultant. It is important CTS has access to your application in the event system maintenance or support is required.

Change Security Code

1. Dial department’s pilot number
2. Press [#] when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Press 1 6 to customize mailbox options
6. Press 2 to change security code
7. Enter new four-digit security code, then press #
8. Re-enter new security code then press #; listen for “ready” prompt
9. Press 9 0 # to go to another mailbox
   -or-
   Press 9 9 to exit
10. Notify CTS Consultant that the security code has been changed
Swap Greeting Mailbox

Lets you record one or more messages that can be interchanged with the greeting. This allows you to record a variety of greetings in advance, for special occasions or events. A stored message will not play as a greeting until activated. This is referred to as “swapping” greetings.

Record A Message

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Press 1 1 4 to record; listen for tone, then speak
6. Press # to stop recording; listen for “the message will be saved, ready”
7. Press 2 2 to play message
8. Press 3 to delete message; listen for “the message will be erased”
9. Repeat steps 5 and 6 to record additional messages
10. Press 9 0 # to go to another mailbox
   -or-
   Press 9 9 to exit

Note: To have a message play as a greeting, you must swap it.

Swap A Greeting

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Locate message you want as your greeting
   Press 5 to play message
   Press 5 to continue to next message
6. Press 1 1 5 during or after message plays to swap greeting
7. Press 4 5 to play greeting; to stop greeting playback press #
8. Press # to leave greeting unchanged; listen for “ready” prompt
9. Press 9 0 # to go to another mailbox
   -or-
   Press 9 9 to exit

Record A Message and Swap Greetings

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Press 1 1 4 to record; listen for tone, then speak
6. Press # to stop recording; listen for “the message will be saved, ready”
7. Press 2 2 to play message
8. Press 1 1 5 during or after message plays to swap greeting
9. Press 4 5 to play greeting; to stop greeting playback, press #
10. Press # to leave greeting unchanged; listen for “ready” prompt
11. Press 9 0 # to go to another mailbox
   -or-
   Press 9 9 to exit
Standard Greeting Mailbox

You can record one greeting in the standard greeting mailbox that will immediately play for callers. The greeting cannot be changed without re-recording the complete greeting.

Record A Greeting

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Press 4 6 to record greeting; listen for tone, then speak
6. Press # to stop recording; listen for “new greeting is on, ready”
7. Press 4 5 to play message; to stop greeting playback press #
8. Press # to leave greeting unchanged; listen for “ready” prompt
9. Repeat steps 5 and 6 to re-record greeting
10. Press 9 0 # to go to another mailbox
    -or-
    Press 9 9 to exit
Sequential Greeting Mailbox

Lets you record several messages, in sequence, that play as one greeting. It provides flexibility for changes such as adding more information or deleting parts of the greeting.

**Record A Sequence of Messages**

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Press 1 1 4 to record; listen for tone, then speak
6. Press # to stop recording; listen for “the message will be saved, ready”
7. Press 2 2 to play message
8. Press 3 to delete message; listen for “the message will be erased”
9. Repeat steps 5 and 6 to record additional messages
10. Press 9 0 # to go to another mailbox
    - or-
    Press 9 9 to exit

**Record A New Message within Sequence**

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Locate where you wish to record a new message
   - Press 5 to play message
   - Press 5 to continue to next message
6. Press 1 1 4 to record; listen for tone, then speak
7. Press # to stop recording; listen for “the message will be saved, ready”
8. Press 2 2 to play message
9. Press 3 to delete message; listen for “the message will be erased”
10. Repeat steps 6 and 7 to re-record replacement message
11. Press 9 0 # to go to another mailbox
    - or-
    Press 9 9 to exit

**Delete and Add A Message within Sequence**

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Locate message you wish to replace
   - Press 5 to play message
   - Press 5 to continue to next message
6. Press 3 to delete message; listen for “the message will be erased”
7. Press 1 1 4 to record; listen for tone, then speak
8. Press # to stop recording; listen for “the message will be saved, ready”
9. Press 2 2 to play message
10. Repeat steps 6 through 8 to re-record replacement message
11. Press 9 0 # to go to another mailbox
    - or-
    Press 9 9 to exit
Scripted Prompt Mailbox

Allows you to record a series of instructional messages that the caller responds to. Each message plays as a separate greeting in the sequence recorded. A recording tone is heard after each greeting plays, to prompt the caller to leave a response. The caller automatically advances to the next greeting after he or she presses #. It is important to instruct callers to press # after leaving their response. The response is stored in an Automated Attendant message-taking mailbox.

Record A Sequence of Messages

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Press 1 1 4 to record; listen for tone, then speak
6. Press # to stop recording; listen for “the message will be saved, ready”
7. Press 2 2 to play message
8. Press 3 to delete message; listen for “the message will be erased”
9. Repeat steps 5 and 6 to record additional messages
10. Press 9 0 # to go to another mailbox
    -or-
    Press 9 9 to exit

Record A New Message within Sequence

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Locate where you wish to record a new message

   Press 5 to play message
   Press 5 to continue to next message
6. Press 1 1 4 to record; listen for tone, then speak
7. Press # to stop recording; listen for “the message will be saved, ready”
8. Press 2 2 to play message
9. Press 3 to delete message; listen for “the message will be erased”
10. Repeat steps 6 and 7 to re-record
11. Press 9 0 # to go to another mailbox
    -or-
    Press 9 9 to exit

Delete and Add A Message within Sequence

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Locate message you wish to replace

   Press 5 to play message
   Press 5 to continue to next message
6. Press 3 to delete message; listen for “the message will be erased”
7. Press 1 1 4 to record; listen for tone, then speak
8. Press # to stop recording; listen for “the message will be saved, ready”
9. Press 2 2 to play message
10. Repeat steps 6 though 8 to re-record replacement message
11. Press 9 0 # to go to another mailbox
    -or-
    Press 9 9 to exit
Names Directory

Allows an incoming caller to enter a name of a departmental employee, using the telephone keypad, to be connected to his or her telephone extension. A recording of the employee's name is played to identify the name found for the caller. This recording is stored in a mailbox that is associated with each employee's name and extension number, programmed on the names directory.

Once a name is recorded, you must delete the recorded name before re-recording. Changing the recorded name will not change the extension dialed by the Automated Attendant. To make additions, changes, or deletions to the names directory listing, submit a Communications Service Request (CSR) to CTS.

A system mailbox is used to access the names directory. The security code is set to the default setting and should not be changed.

Recording A New Name
1. Dial department's pilot number
2. Press # when main greeting plays
3. Enter system mailbox number*
4. Enter security code 3425; listen for “ready” prompt
5. Press 1 1 7
6. Enter appropriate mailbox number to record; listen for tone, then speak
7. Press # to stop recording; listen for “name recorded, enter mailbox number for the next name”
8. Re-enter mailbox number to play recorded name
9. Press * * to delete name
   -or-
   Press # to leave unchanged
10. Repeat steps 6 and 7 to record another name
11. Press 9 0 # to go to another mailbox
   -or-
   Press 9 9 to exit

Delete and Record A Name
1. Dial department's pilot number
2. Press # when main greeting plays
3. Enter system mailbox number*
4. Enter security code 3425; listen for “ready” prompt
5. Press 1 1 7
6. Enter appropriate mailbox number; listen for name
7. Press * * to delete name
8. Re-enter mailbox number to record; listen for tone, then speak
9. Press # to stop recording; listen for “name recorded, enter mailbox number for the next name”
10. Re-enter mailbox number to play name
11. Repeat steps 7 through 9 to re-record
    -or-
    Press # to leave unchanged
12. Press 9 0 # to go to another mailbox
    -or-
    Press 9 9 to exit

* Refer to Automated Attendant Settings sheet for mailbox number to access customized Names Directory.
**Message Mailbox**

Messages are set to automatically save or delete, depending on your application design. Refer to your Automated Attendant Settings sheet to obtain the message storage setting.

To restore a deleted message, do not exit the mailbox. Navigate to the deleted message and press 7 to save.

**Retrieve Messages**

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Press 5 to play message
6. Press 5 to continue to next message
7. Press 3 to delete a message
   -or-
   Press 7 to save a message
11. Press 9 0 # to go to another mailbox
   -or-
   Press 9 9 to exit

**Message Commands**

* Pause
# Stop Message Playback
2 Back Up Several Seconds
3 Delete
4 Go Ahead Several Seconds
5 Listen or Go To Next Message
7 Save
8 Time and Date of Message
15 Go To End of Message
18 Volume of Message Playback
22 Go Back to Begining of Message
OUTCALL NOTIFICATION

Overview

Outcall Notification is a method of message waiting notification. When a new message is received in an Automated Attendant mailbox with Outcall Notification, the system dials a predetermined number to notify the recipient of new messages. The amount of reminder notification attempts is customized.

The notification number can be a pager, campus number, or non-campus number. When a pager number is programmed, a callback number appears on the display of the pager, which you can set or change. When a telephone number is programmed, a system message plays notifying the recipient that messages are waiting.

The notification schedule determines the days and times in which you receive outcall notification. The outcall notification number, time period, and reminder notification intervals may be changed. However, you may not change the days in which you receive notification.

Change Time Period and/or Reminder Notification Intervals

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Press 1 6 for mailbox options
6. Press 1 for message waiting
7. Press 2 to turn off outcall notification
8. Press 9 0 # to go to another mailbox
   -or-
   Press 9 9 to exit

Turn Off Outcall Notification

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Press 1 6 for mailbox options
6. Press 1 for message waiting
7. Press 2 to turn off outcall notification
8. Press 9 0 # to go to another mailbox
   -or-
   Press 9 9 to exit

Change Telephone or Pager Number

1. Dial department’s pilot number
2. Press # when main greeting plays
3. Enter appropriate mailbox number
4. Enter security code; listen for “ready” prompt
5. Press 1 6 for mailbox options
6. Press 3 to change telephone number
7. Enter new number (include 8 for non-campus numbers)
8. For pagers, press * to insert a pause, then enter the call-back number that will be displayed on the pager (i.e., mailbox number or pilot number)
9. Press 9 0 # to go to another mailbox
   -or-
   Press 9 9 to exit
REPORTS

Overview

Two monthly reports are offered with the Automated Attendant, which provide detailed application statistics.

**Call Processing Statistics** report includes information on incoming calls, subsequent calls, and abandoned calls.

**Message Statistics** report includes information on current messages, total messages, and log-on dates.

Each report provides a list of calling and messaging activity for individual mailboxes. Reports are issued to the departmental contact by way of campus mail within the first five business days of each month.

Report detail can be reviewed with your CTS Consultant, CTS Medical Representative, or CTS Communications Application Specialist to answer any questions about your statistics.