

Inbound Calls

Auto Attendant (IVR)

Auto Attendant IVR

Auto Attendant is your virtual receptionist or IVR, that can greet all inbound calls and direct the caller to the department they require. Example: "Welcome to Our Company if you would like to speak to our customer service team press one, accounts press two...."

With Auto Attendant you can:

- Use time schedules to set when your auto attendant is to be active.
- Set a time for response time, before the Auto Attend message replays.
- Choose how many times to replay Auto Attend message, before the calls get directed to the number Auto Attend is set up on.
- Create a greeting only. Limit the Auto Attendant to a greeting message then use the call forward to route the call once the greeting message completes (see simple **Quick Guide - Greeting Only**).

Quick Guide

Setting up Auto Attendant with Call Forwarding

1. Log in to your <https://portal.herotel.uk> > Voice and select number you wish to set up Auto Attendant.
2. Select **Incoming Calls > Auto Attendant**.
3. Either record your Auto Attendant message by dialing *22 or upload your recording in Media.
4. Set your time you want your Auto Attendant play.
5. Select the numbers you want to use for in your Auto Attendant. **Note:** If you are planning on using extension think about creating cohesion with your extension dialing numbers.
6. Click **Save settings** to update your settings (see Quick Guide - Simple Queue below).

Inbound Calls

Quick Guide

Setting up Auto Attendant - Greeting Only

1. Log in to your <https://portal.herotel.uk> > Voice and select number you wish to set up Auto Attendant.
2. Select **Incoming Calls > Auto Attendant.**
3. Set your Target numbers and time schedules.
4. Set Seconds to Wait: 2 Times to play: 1 (see screen shot below)
5. DO NOT set **forwarding numbers** within the AutoAttendant (see screen shot below)
6. Set Call Forward: Use Forwarding and trunking to route the call to the required function (eg Queue or SimRing)
7. Click **Save settings** to update your settings.

Unique solution ID: #1017

Author: Support

Last update: 2018-11-15 22:27