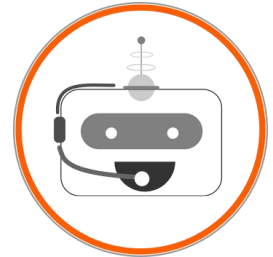


The Auto Attendant

The auto attendant is an automated system that is often the first point of contact when people call your organisation. Typically a caller is given a choice of departments, asked to enter an extension number, to leave a message, or be directed to reception.



The auto attendant allows callers to self direct calls based on the options presented to them. The options are configured in the phone system, and a message is recorded that is congruent with this configuration and played to a caller to instruct them on what these options are.

Changing the options and configuration of the auto attendant will require the assistance of your service provider. However, you can change the messages that are played to callers by yourself.

You can change the message but must consider the following points:

1. The new message will replace the current message thereby deleting it.
2. If you need to revert back to the current message at a later date, note down what the current message is and the options that are available so you can record it again.
3. The new message must be congruent with the configuration of the system.

The last point is essential. You are only changing the message, not the system configuration, and therefore the message must be congruent with the system configuration.

Example 1 - Incongruent Message:

The current configuration allows, “Press 1 for sales, 2 for accounts, or hold for reception”.

Changing the message to say, “Press 1 for marketing, 2 for accounts, and hold for reception”, will misdirect people who press 1. They will not go to marketing as instructed, but will go to sales as per the system configuration.

The message is therefore incongruent with the system configuration.

Example 2 - Temporary Congruent Message:

The current message says, “Press 1 for reception, 2 for accounts, or dial an extension number if known.”.

You want to change the message over the Christmas break and do not wish to receive any calls or voicemail during this time. You therefore change the message on December 24 to say, “Hi, we’re closed for the Christmas break and will reopen on January the 5th”. Having received the message, the customers only option is to hang up.

This message is congruent with the configuration as it does not instruct the caller to misdirect their call. Although the options identified in the original message still exist and still work because the configuration hasn’t changed, the caller isn’t given these instructions so is unlikely to exercise this capability.

On the 5th of January you’ll want to restore the original message. As this has been overwritten, it’ll need to be recorded again and therefore it is important the details of the original message were noted down before recording the holiday message. Having noted down the original message, you can re-record the original message to match the system configuration.

Changing the Auto Attendant Message

1. Call the auto attendant which can be accomplished the following ways:
 - a) Dial the number assigned to the auto attendant, typically *900; or
 - b) Dial the number that external callers use to encounter the auto attendant, often the organisation’s primary public number; or
 - c) When multiple auto attendants are used:
 - i. Navigate through the automated menus until the message you want to change is reached; or
 - ii. Dial the auto attendant number specifically assigned by the service provider to the recording you wish to change.
2. Enter your PIN number once you’ve reached the auto attendant i.e. the message has started playing. This will place you in the message options menu.
Note: The PIN number is provided by your service provider.
3. Follow the prompts to record a new message.

Additional Help

For more information on using your phone please visit dialplan.co.nz

For support with system configurations or problems please call **0800 342 575**