

# SCOPEL IP PBX Software - Managing Auto Attendants

## Contents

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- 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 SCOPELGUI.
- Multiple languages are supported, including English, French, Spanish.
- Click Add a new Auto Attendant to get started.

The screenshot shows the 'Application Manager: Auto Attendants' interface. At the top, there is a navigation bar with tabs for General, Configuration, Manager, Extensions, Lines, Interfaces, Virtual Fax, ACD, Applications (selected), Provisioning, Audio, Miscellaneous, and Help. A 'Commit' button is on the right. Below the navigation bar, a yellow warning message states: 'You must click on Commit button in order to apply Change.' The main content area is titled 'Application Manager: Auto Attendants' and has sub-tabs for Applications, Auto Attendants (selected), Conferences, Custom Scripts, and Scheduled Tasks. A search bar is present with the text 'Auto Attendants: [1 to 47 of 47]'. A red box highlights a '+ Add a new Auto Attendant' button. Below the search bar is a table with columns: Name, Description, Keys Assignment, Public IVR, Include (CoS), and Tenant. Two entries are visible: 'alexco' and 'andrewaa'. The 'andrewaa' entry is selected and highlighted in blue. The 'Keys Assignment' for 'andrewaa' includes: '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', and 'Invalid Input: Repeat Menu'.

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

The screenshot shows the 'Application Manager: Auto Attendants: IVR businessany' interface. The 'Auto Attendants' sub-tab is selected. Below it, the 'General' tab is active. The form shows the following fields: '\* Name : businessany' with a note 'Name must contain only alphanumeric characters.' and 'Description : auto attendant'. At the bottom, there are 'Save', 'Copy', and 'Cancel' buttons.

- 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 CoSubjects 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) Select

**Permissions**

Allow to dial local extension ? :

Allow Applications : 6900: Conference Bridge Select

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 as destination in extensions (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
- CallBackRequest
- 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  :  ▼


Press '2' for ...

Destination #1  :  ▼

Press '3' for ...

Destination #1  :  ▼


Press '4' for ...

Destination #1  :  ▼

Press '5' for ...

Destination #1  :  ▼


Press '6' for ...

Destination #1  :  ▼


Press '7' for ...

Destination #1  :  ▼

Press '8' for ...

Destination #1  :  ▼


Press '9' for ...

Destination #1  :  ▼


Press '0' for ...

Destination #1  :  ▼


Press '#' for

Destination #1  :  ▼

Press '\*' for

Destination #1  :  ▼

No Input

Destination #1  :  ▼

Invalid Input

Destination #1  :  ▼