



Easy Attendant User Guide



Easy Attendant

Schedule

Business Hours Menu

Non-Business Hours Menu

[Business Group Extensions](#)

[Additional Extensions](#)

Extension	Name	Telephone Number	Department
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Search for entry by extension, name or telephone number...

9980	Crystal S.	(818) 312 9980	None
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9981	Nora V.	(818) 312 9981	None
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9982	Michelle N.	(818) 312 9982	None
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9983	Gary S.	(818) 312 9983	None
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9984	Dean V.	(818) 312 9984	None
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	Easy Attendant	(818) 312 9992	None
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Easy Attendant Guide

myDatavo Easy Auto Attendant Access Number: (855) 550-7111

Overview of the Easy Attendant User Interface

The Easy Attendant subscriber will see the following screen when they log in to the myDatavo Easy Attendant UI for the first time, or if no configuration has yet been set up.

Figure 1: Easy Attendant welcome message



This welcome message prompts the subscriber to select how they want to set up the Easy Attendant line.

- In schedule mode callers hear different options during business and non-business hours.
- In single menu mode callers are always offered the same options when the Easy Attendant service is turned on. The subscriber also configures what happens to calls when the service is turned off, either by specifying the number to which calls should be forwarded, or playing an announcement that informs callers that the number is unreachable.

It is possible to switch between schedule and single menu mode once Easy Attendant has been set up, should requirements change.

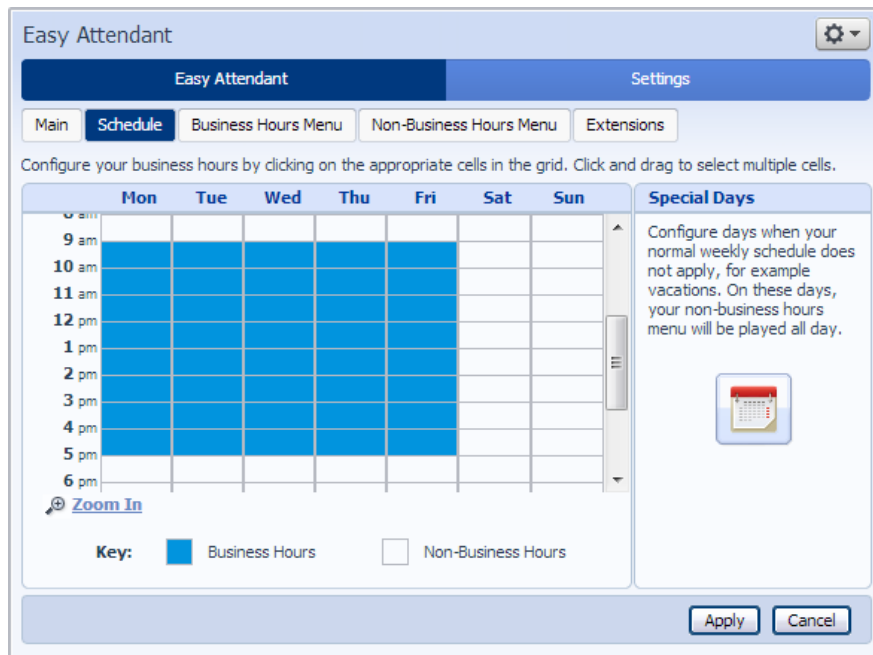
- If the subscriber has already set up the Easy Attendant line in single menu mode and now wishes to switch to using a schedule, they will be able to use the existing Easy Attendant menu as either their Business or Non-Business menu.
- If the subscriber switches from schedule mode to using the single menu mode, they will be prompted to select one of their existing menus to use as the basis for the menu in single menu mode, and will see a warning that the other menu will be deleted.

Selecting one of the radio buttons and clicking on Continue will bring up the Easy Attendant UI for that menu mode

Easy Attendant Menu Tabs

The subscriber will then see a screen similar to the following, which will indicate whether the Easy Attendant call tree is currently turned on or off, and, for schedule mode, which schedule is being used. In single menu mode, the screen will show the forwarding number to be used when the call tree is turned off.

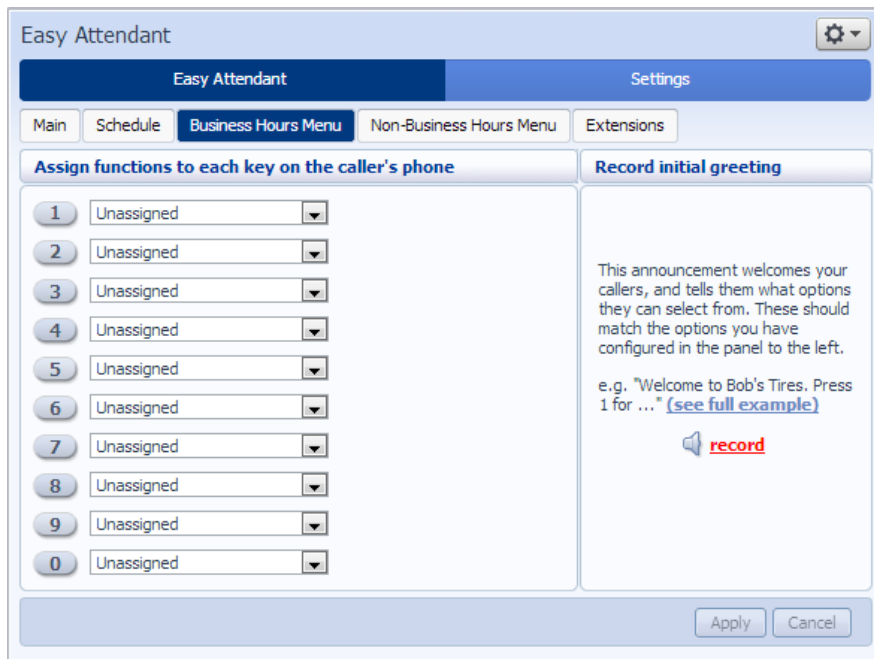
Figure 2: Easy Attendant - Schedule Mode



The subscriber can then use the various tabs to set up the Easy Attendant call tree menu(s), including recording an initial greeting and assigning functions from the drop-down menu to keys on the caller's phone. It is a good idea for the subscriber to sketch out the operation of the menu on paper to see exactly how the menu should work before allocating actions to key presses or recording announcements.

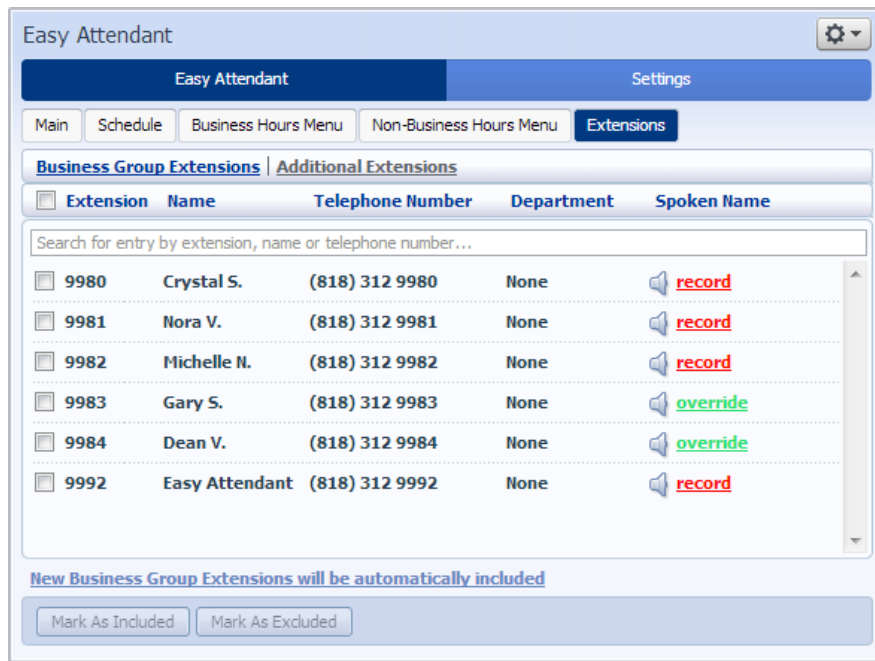
For schedule mode, the subscriber should also set the business and non-business hours to determine when the different menus will be used. The subscriber can also configure special days, for example public holidays, when the non-business hours schedule will be used.

Figure 2.5: Easy Attendant – Business Hours Menu



The Extensions tab will only appear if the subscriber's class of service permits the Dial by Extension option. Selecting the Extensions tab will bring up a screen that displays all the extensions that have already been configured.

Figure 3: Easy Attendant Extensions tab



From the Extensions tab a subscriber can

- review the Business Group Extensions in the Easy Attendant line's Business Group (this tab will not be visible if the Easy Attendant line is not a member of a Business Group) and mark whether or not each of these Extensions can be used in your Easy Attendant menus - ticking the Extension checkbox includes all the configured extensions on this screen
- review and add Additional Extensions specifically for use with this Easy Attendant, and mark these as either included or excluded from your Easy Attendant menus, again ticking the Extension checkbox includes all the extensions on this screen
- record new or listen to existing spoken name recordings for both types of extension (only if Dial by Name is enabled by their Class of Service).

The subscriber must ensure that any Additional Extensions used are configured correctly on this screen. There is a limit of 30 Additional Extensions, and these must be different to any Business Group Extensions. The Easy Attendant and Premium Attendant misconfiguration icon is used to flag where the same extension number exists in both the Additional Extensions and Business Group Extension to prompt the subscriber to resolve this clash.

Subscribers cannot add Business Group Extensions using this tab; these are managed by the Business Group Administrator. However, subscribers can opt to automatically include or exclude any new Business Group extensions that might be added by an administrator.

Easy Attendant Settings tab

The Settings tab will display a screen similar to that used by an Individual Line in myDatavo but many of the settings there are not used by an Easy Attendant line and so will not be visible.

In most cases, the Easy Attendant subscriber will only use the Settings tab to change the password and/or PIN for accessing the Easy Attendant UI.

Recording Your Greetings

Recording your greetings via the GUI web interface is dependent on you having a quality microphone for your PC and also your PC being at certain version levels. If you do not have a quality computer microphone available or if your computer doesn't connect well to the recording application, then for the best quality, you can choose to record your greetings using a telephone. To access the Telephone User Interface (TUI) you may call the Voicemail Access Number and enter the **AA User ID** (UID) and the **TUI password**. Following the prompts you can record your Main AA Greeting (**Option 1, then Option 2.. and then #**) or any of the other recordings. Name Recordings used for AA Name Searches are pulled from individuals recording their own name in their mailboxes, unless you choose to override and record your own.



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