

FairPoint

Auto Attendant
User Guide

Welcome

FairPoint's industry leading Automated Attendant service will provide your business with a convenient and virtual means to answer your business' incoming telephone calls. Auto Attendant is an easy to use solution combining advanced Web and telephone features that create a professional caller interface for your business.

Designing your new Auto Attendant Application

Designing your new Auto Attendant involves deciding how you would like to present your organization to your callers. What options would you like your callers to have? What greetings will they hear and who can they reach? Do you want callers to be able to reach your employees directly from the Auto Attendant by dialing an extension number? Do you want to present your callers with a different menu after hours or on holidays? Before setting up your Auto Attendant on the Web, we suggest you take a few minutes to read through this section on designing the best application for your business.

Caller Routing Options

As you design your application, you will need to understand the call routing options available to you. These routing options include;

Dial Number – Transfers callers to a phone number that you program.

Go to Account – Transfers callers directly to a voice mailbox to leave a message, to an information mailbox, or to another Auto Attendant mailbox.

Dial by Extension – Allows the caller to enter an extension number and be transferred to the phone line of their choice. Note that this feature requires a Directory as described in the next section.

Submenu – Transfers callers to another menu to hear more routing choices.

Hunt – Allows callers to be transferred to more than one phone number. You can specify up to 4 numbers and direct how those numbers will be used: sequentially (circle), randomly, in order (starting with the first number), or least called.

Announce – Plays an announcement to callers, then allows them to replay the information or return to the previous menu.

The Directory

The Directory is an optional feature that allows you to provide Dial by Name and Dial by Number options to your callers. If you plan to allow callers to “dial by extension” to reach your employees, you must create a Directory. In the Directory, you identify members of your organization by entering their first name, last name, an extension number (2-5 digits), and the destination number. You may make the extension number and the destination number the same, but both fields are required.

The extension number is the number callers will enter to be routed to the employee or department of their choice. The destination number is the phone number that the service will call to complete the transfer. The destination may also be another mailbox (Go to Account).

When designing your menus, you should think about the number your extensions will begin with. This number must be reserved on the main menu (or a submenu) for extension dialing. For example, if your company's phone extensions are 5400-5450, then you might reserve key press “5” for extension dialing. In this example below, key presses 1-4 and 6-9 are available for other routing options. Extension 0 is typically used for the Live Attendant or Operator.

Ext.	Name
1	Technical Support
2	Sale
3	Directions
4	Product Information
5	Dial by Extension
6	Marketing
7	Online
8	
9	
0	Operator

Menu Extension 0 cannot be used for extension dialing. If your Centrex extensions begin with zero, choose another number such as key press “1” for extension dialing within the Auto Attendant. For example, if you use 4-digit abbreviated dialing within your Centrex, you might tell callers to press 1 followed by the last four digits of the number they are trying to reach. In your Auto Attendant Directory, the extension number will be 5 digits (1 + the last 4 digits of the Centrex number). The Directory extension number matches the key presses your callers will use to reach their party.

If your Centrex extensions begin with several different numbers, you may not want to tie up several key press options on the main menu just for extension dialing. Instead, you can use the method described above for “0” extension dialing, which reserves a full submenu for extension dialing. For example, if you use 3-digit abbreviated dialing within your Centrex, you might tell callers to press 9 followed by the last three digits of the number they are trying to reach. In your Auto Attendant Directory, the extension number will be 4 digits (9 + the last 3 digits of the Centrex number). Behind key press 9 from the main menu, you will build a submenu that establishes “Dial by Extension” links from as many keys as required to support your Centrex number block. As before, the “Destination” number programmed into your Directory will be the numbers the service must dial to complete the transfer. In this case, the Destination number would be the 3-digit Centrex extension.

Other Considerations

- To serve your callers more quickly, put frequently used options first in the menu.
- Speak slowly and distinctly, keeping options short and direct for easy understanding by all callers.
- If you will be supporting multiple languages, use the main menu to route callers immediately to in-language submenus.
- If you will have callers who still use rotary phones, always include an operator option in the main menu. Keep in mind that a menu plays 3 times before a call is transferred to the number programmed for extension 0 (Operator) so any menu using this option should be short.
- Consider using a branding statement in your greeting as you welcome callers to the application.
- Avoid making your callers feel like they are in “voice mail jail”. Where possible, offer a live attendant transfer option. Never transfer the caller back to the number they just called which could route them back into the auto attendant if you can’t answer their call.

Business Hours

You can take full advantage of this application's capabilities by setting up In-Hours, Out-of-Hours, and Holiday schedules. The web-based Auto Attendant Schedules feature provides an easy and flexible way to configure and change greetings and menus.

The In-Hours and Out-of-Hours schedules can vary from day to day or they can be the same every day. During business hours, the In-Hours greeting and menus will play. When you are closed, the Out-of-Hours greeting and menus will play. You may select open and close times in 15 minute increments.

Use this space to record the open and close times you'll need when you are ready to program your Auto Attendant:

Day	Open Time AM/PM	Close Time AM/PM
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

You may also define up to 16 Holidays for the year. For the Holiday schedule, the holiday greeting is automatically played throughout the year on the date of each holiday. This greeting can be set in advance for the entire year or recorded as needed throughout the year. If a holiday occurs on the same date each year, there is no need to change it. If a holiday falls on a different date each year, you will need to update that Holiday every year. However, the holiday schedule is easy to manage through web-based access.

Use this space to identify your business holidays for use when you are ready to program your Auto Attendant.:

Number	Holiday	Date: Month/Day
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		

Greetings

As mentioned in the Business Hours section, the Auto Attendant can use several greetings based on your defined schedule. These greetings provide instructions to callers on how to access the people and information they need from your business.

You can have multiple greetings including In-Hours, Out-of-Hours, and Holiday greetings, each with its own menu. In addition, you can configure and record up to 7 Submenus under these main greetings. The 7 available submenus can be shared across all greetings. Finally, you can record an Emergency Override greeting at the needs of the business.

Your greetings should welcome your caller as well as provide instructions on the services available to them. Before you record your greetings, write down (or type up) what you would like the greetings to say. Based on what you are learned so far, consider the complete menu structure of your Auto Attendant as you script these greetings.

The In-Hours greeting will be played during normal business hours. Each menu can use key presses 0 through 9, where 0 is normally reserved for Live Operator.

For example: "Thank you for calling Acme Corporation. For Technical Support, press 1; For Sales, press 2; For Directions to our office, press 3; For Product Information, press 4; For Marketing, press 6; For Online Orders, press 7 or to speak with the Operator, press 0."

Use this space to draft the script for your In-Hours Greeting:

The Out-of-Hours greeting will be played outside of normal business hours. This greeting has its own menu selections separate from the In-Hours greeting.

For Example: "Thank you for calling Acme Corporation. Our office is now closed. Our regular business hours are Monday through Friday, 8AM to 5PM, excluding holidays. For Technical Support, please call back during regular business hours. To leave a message for Sales, press 2; For Directions to our office, press 3; For Product Information, press 4; To leave a message for Marketing, press 6. For all other business, please call back during our regular business hours."

Use this space to draft the script for your Out of Hours Greeting:

The Holiday greeting is played on the defined holidays of your business. The Holiday greeting plays for the 24 hours of the holiday, in place of both In-Hours and Out-of-Hours greetings and menus.

For Example: "Thank you for calling Acme Corporation. We are closed today in observance of the holiday. Please call back during our normal business hours which are 8AM to 5PM Monday through Friday."

Use this space to draft the script for your Holiday Greeting:

Emergency Override

The Auto Attendant allows you to play an Emergency Override greeting as a temporary override to your In-Hours or Out-of-Hours greetings. This greeting can be used when an urgent announcement is needed or in case of an emergency. You can only enable this feature from a telephone by calling your voice mail access number, pressing #, then entering your mailbox number and passcode. No dates or times need to be defined for this feature. The feature plays until it is disabled from a telephone.

Example Emergency Override Greeting: "Thank you for calling Acme Corporation. Due to inclement weather we are now closed and will reopen as soon as possible." After the greeting plays, the system will continue with your call routing according to your current schedule.

Note: This feature cannot be turned on or off from the web interface.

Submenus

Submenu greetings are unique greetings for each submenu that you create. Submenus are reached by programming key press “extensions” to a “submenu” from one of the main menus or from another submenu. The 7 available submenus can be shared across all menus and may be reused if the same options apply at different points in the Auto Attendant call flow.

Continuing with the Acme Corporation example, when a caller presses 6 to reach Marketing from the In-Hours Greeting, there could be a submenu to route the caller directly to the person they are trying to reach.

Example: “Thank you for calling the Marketing department, press 1 for Bob, 2 for Dan, 3 for Kathryn or 4 for Julia.”

Use this space to draft the script or make notes for any Submenus:

1

2

3

4

5

6

7

Announcements

The Announcement recordings are for menu options that provide information. This information can be items such as business hours, directions, mailing address, email address, fax, etc. .

For example: "Our business hours are weekdays from 9 am to 5 pm. We are located at 3 Free St, across from the park."

Use this space to draft the script or make notes for any Announcements:

1

2

3

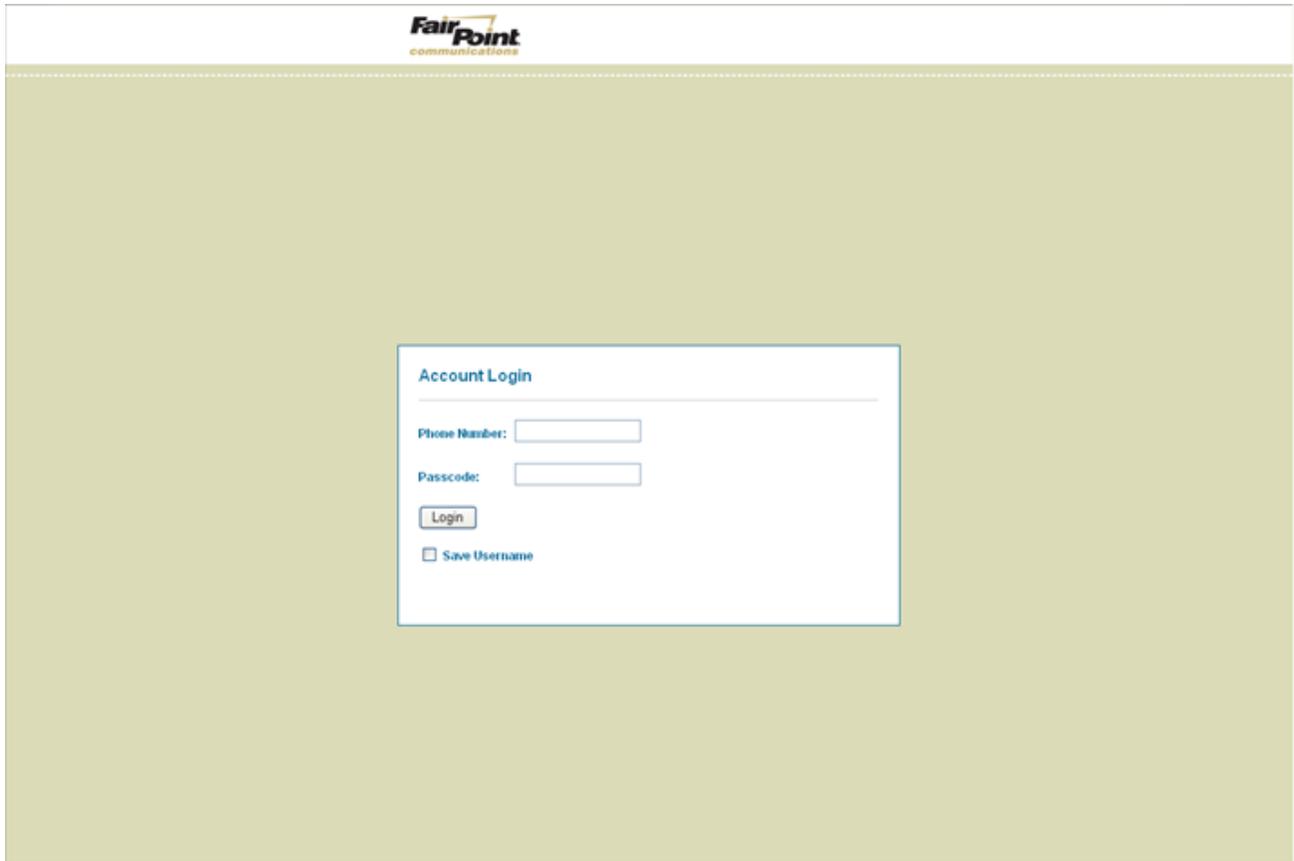
4

5

6

Accessing Auto Attendant on the Web

1. Access: <http://fvms.fairpoint.com/> from any Web browser. You will be presented with a simple login box.
2. In the Phone Number field, enter your 10-digit Auto Attendant number.
3. In the Passcode field, enter your 10-digit passcode.
4. Click the Login button.



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Account Login

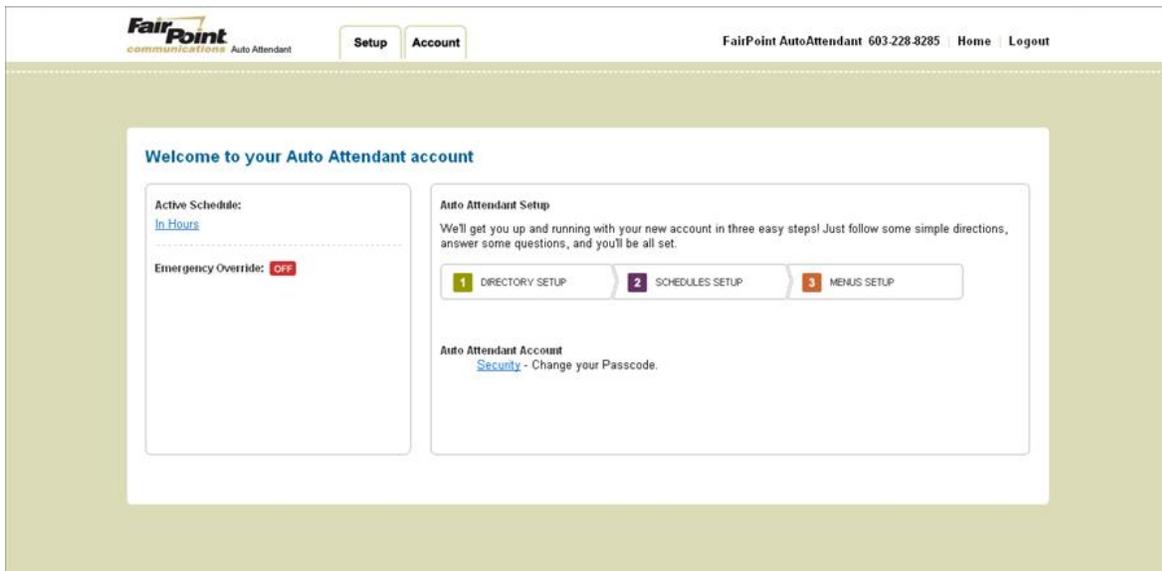
Phone Number:

Passcode:

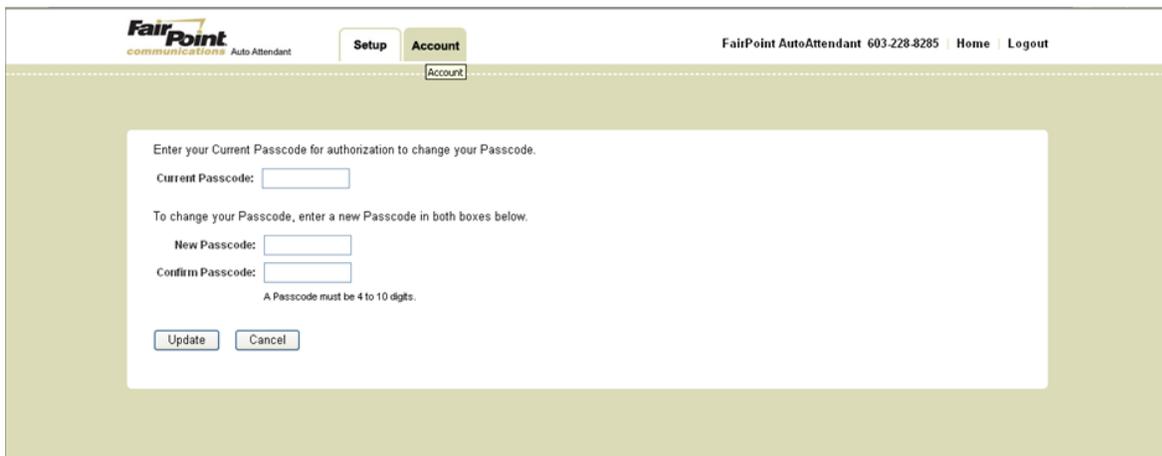
Login

Save Username

Once you've logged in, you'll see the Auto Attendant welcome page which is also the Home page. To return to this page at any time, simply click on "Home" in the top right corner of the screen.



To change your passcode, click on the account tab at the top center of the screen. Enter your current passcode and your new passcode. Your passcode must be 4 to 10 digits long. Only digits are allowed. Confirm your new passcode then click Update.



Setting up your Auto Attendant

Now that you have completed the design process for your Auto Attendant, we recommend that you setup your application following these three easy steps: 1-Directory Setup; 2-Schedules Setup; and 3-Menus Setup.

STEP 1: Create your Directory

The FairPoint Auto Attendant provides the option to create a Directory which can be used for Dial by Name and Dial by Number features. If you plan to offer your callers the ability to dial extension numbers to reach your employees, you must set up a directory.

The Directory Add Entry page allows you to add members of your organization by entering:

- A 2-5 digit extension number
- First Name , Last Name
- Action – Dial (a number) or Go to Account (another mailbox)
- Email address (Not required).

For ease of use, it is recommended that the Auto Attendant extension number selected match the Centrex extension, preceded by the planned menu option key press. Zero cannot be used as the first digit of an extension number. For example, you might ask your callers to press 1 followed by the 4 digit Centrex number. In this example, to transfer a call to phone number 4567, program extension 14567 in the Directory. Then set up Action “Dial” to call 4567.

The screenshot displays the 'FairPoint Auto Attendant' web interface. At the top, there are navigation tabs for 'Setup' and 'Account', and a header with the contact number '603-228-8285' and links for 'Home' and 'Logout'. The main content area is titled 'Directory' and contains sub-tabs for 'Add Entry', 'Options', and 'Export'. A search bar is located in the top right of the main area. Below the tabs, a form is provided for adding a new entry. The form includes the following fields and values:

First name:	Last name:	Extension:	Action:	Email address:
Jane	Doe	14567	Dial	4567

Below the form, there is a section titled 'Directory: Starts with Z' and a table with the following columns: Name (last, first), Name recording, Extension, Action, and Email address.

For customers using a voice mail access number that is within their own Centrex, the Dial number transfer should match your Centrex dialing plan (2, 3, 4, etc digits), 9+7-digits, or 9+1+10 digits, as required. Toll restrictions apply only as they may apply to your Centrex lines.

For customers using a voice mail access number that is not part of their Centrex, the Dial number transfer must always include a 9+ the number. Note that these customers are restricted to calls within their LATA.

Account transfers (mailbox transfers) must use 10-digits. Note that Account transfers cannot be set up until the individual destination mailbox has been built on the voice mail system.

The Directory Options page provides the settings for the Dial by Name search function. You may choose for callers to use Last Name, First Name, or Both. Your callers can access the Name Directory by pressing # at any time while in the Auto Attendant. If your callers make this selection, they will be prompted to 'spell' the name of the person that they are trying to reach using the dial pad.

Note that spelling accuracy and Directory maintenance are important to keep the Directory current and useful for your callers. As people enter or leave your organization, simply log onto the web-based application and make updates to the Directory.

The screenshot shows the FairPoint AutoAttendant web interface. At the top, there is a logo for FairPoint communications Auto Attendant, navigation buttons for Setup and Account, and contact information: FairPoint AutoAttendant 603-228-8285 | Home | Logout. Below this is a main navigation bar with 'Directory' selected, and sub-options for 'Add Entry', 'Options', and 'Export'. A search bar is present with a dropdown menu set to 'All' and an 'OK' button. A message box states: 'When your caller selects the dial by name option by pressing #, they can search your Directory based on last name only, first name only, or both.' Below this, there are radio buttons for 'Last name' (selected), 'First name', and 'Both', along with 'SAVE' and 'CANCEL' buttons. The main content area is titled 'Directory: All' and contains a table of directory entries.

Name (last, first)	Name recording	Extension	Action	Email address
Adams, Amy	RECORD	3537	Dial: 6032283537	
Bennett, John	RECORD	3502	Dial: 6032283502	
Born, Doug	RECORD	3543	Dial: 6032283543	
Chalmers, Mike	RECORD	3517	Dial: 6032283517	
Cummings, Karen	RECORD	3523	Dial: 6032283523	
Johnson, Susan	RECORD	3552	Dial: 6032283552	
Night, Jack	RECORD	3512	Dial: 6032283512	
Smith, Mary	RECORD	3525	Dial: 6032283525	
Thomas, Barbara	RECORD	3509	Dial: 6032283509	

Dial by Number is automatically enabled when you set up your Directory. Callers will use the Extension number you enter for each person in your organization.

STEP 2: Create your schedules

1. From the Auto Attendant home page follow these instructions.
2. Click on the Setup link on the top navigation menu.
3. Click the Schedules tab to display the Schedules page.
4. This is your In-Hours schedule. During the times you select, your In-Hours greeting will be played and your In-Hours schedule will be active. The default schedule is Monday through Sunday open all day
5. Click the drop-down arrows next to each day of the week (Monday – Sunday). Chose the hours you will be open for each day of the week. If you want the In-hours greeting to play at all times, use the default setting provided “open all day”.
6. When you have finished defining your business hours, click the Update button in the lower left corner of the screen.

The screenshot displays the 'Schedules' configuration page for FairPoint AutoAttendant. The page is divided into two main sections: 'In Hours' and 'Holiday'.

In Hours Schedule: This section allows users to define business hours for each day of the week. The default schedule is 'Open from 8:00 AM until 4:30 PM' for Monday through Friday, and 'Closed all day' for Saturday and Sunday. A link is provided to 'Set to typical In Hours schedule: Mon-Fri 9am-5pm'.

Holiday Schedule: This section allows users to define dates when the holiday greeting will be played instead of the normally scheduled greeting. A date picker is shown with '8' of 16 Dates selected. A list of dates is displayed, including January 1, January 18, February 15, May 31, July 5, September 6, October 11, and November 11. A 'Date' dropdown is set to 'November 11' with an 'Add' button next to it. A 'Remove from list' button is also present.

At the bottom of the page, there are 'Update' and 'Cancel' buttons.

The Out-of-Hours greeting is played when the In-Hours greeting is not in effect. ***If you set up business hours and do not record an Out-of-Hours greeting, a system default greeting will play.***

You can also set up a Holiday schedule. In the lower part of the screen, select a date from the drop down box and click “add”. The date will appear in your list of holidays to the left.

Always press the Update button to save your changes.

STEP 3: Create your menus

1. Click on the Setup link on the top navigation menu.
2. Click the Menus Tab
3. You will see the In-Hours Menu page. From this page you will be able to record the In-Hours menu greeting and configure each extension of the In-Hours menu.
4. To record the In-Hours Greeting, click on the red RECORD button. You can record the Greeting now or wait until you have completed the configuration of all menus and extensions then record all your greetings and announcements at the same time (see the page: Step 4 - Record Your Greetings).
5. Following the design you have previously developed, set up your extensions by moving your cursor to the extension row and clicking the blue Edit button when it appears to the far right of the row. This will enable you to program the extension name and “action”.

The screenshot shows the 'FairPoint communications Auto Attendant' interface. At the top, there are 'Setup' and 'Account' buttons. The main navigation includes 'Directory', 'Schedules', and 'Menus'. Under 'Menus', there are sub-tabs for 'In Hours', 'Out of Hours', 'Holiday', and 'Submenus'. A message states: 'To set up the menu, first record the In Hours Greeting and then set up the extensions.' Below this is an 'In Hours Greeting:' section with a red 'RECORD' button. The main area is a table with the following data:

Ext.	Name	Action
1	Technical Support	Dial Number: 603-228-8280 ▶ Ring: 30 secs ▶ No Answer: Disconnect
2	Sales	Dial Number: 603-228-8282 ▶ Ring: 30 secs ▶ No Answer: Disconnect
3	Directions	Announce RECORD
4	Product Information	Go to Account: 603-622-6109
5	Dial Extension	Dial by Extension ▶ Digits: 4
6	Marketing	Submenu 1 GO TO MENU
7	Online Orders	Hunt least called among: 603-228-8291, 603-228-8292, 603-228-8293, 603-228-8294
8	<input type="text"/>	<input type="text"/> None UPDATE CANCEL
9	<input type="text"/>	<input type="text"/>
0	Operator	<input type="text"/> 8285 ▶ Ring: 30 secs ▶ No Answer: Disconnect

At the bottom left, there is a link: [Print this page for your records](#).

6. Enter information in each field shown for the extension (Ext). Use the following information to help you setup each extension:

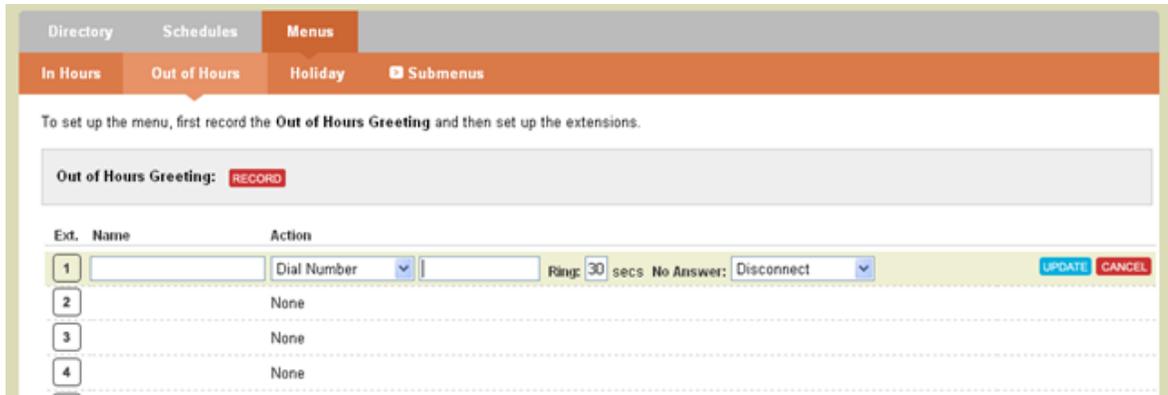
Name:

Enter the *name* of the person or department that is associated with each extension. A name must be provided for all extensions you program. The field cannot be left blank.

Action:

None - Your caller will be informed that it is an invalid extension should they press this key. A name cannot be entered when Action is set to “None”.

Dial Number - Places an out dial to the phone number you enter in the empty box immediately to the right of the Action box. For this operation you may also enter two additional parameters: the Ring Time (the time the call will ring before taking the No Answer action) and No Answer (what to do if the call is not answered). Ring Time should be set to at least 30 seconds to allow the number dialed to handle the call (e.g. forward to voice mail). No Answer Options include: Disconnect, Repeat Greeting and Go to Voicemail. It is recommended that the options always be set to Disconnect. This will allow the line dialed to handle the call as it normally would (e.g. forward to another line).



Go to Account - Transfers the caller to another mailbox on the system (a voicemail account or another Auto Attendant.).

Dial by Extension - Instructs the Auto Attendant to reserve this key for the Dial by Extension feature (See STEP 1 – Create Your Directory).

Submenu instructs the Auto Attendant to route the caller to another menu you will program into your Auto Attendant.

Hunt - Instructs the Auto Attendant to provide the Hunt feature. The Hunt feature may be used when you wish your callers to be helped by a number of your employees (e.g., a customer care application). You can specify up to 4 telephone numbers and instruct the auto attendant how to dial these numbers. There are four options to choose from when configuring the Hunt feature: (1) circle (sequentially), (2) randomly, (3) in order (beginning with the first number) or (4) least called number (sent to the number which has received the fewest calls).



Announce - Plays a personal announcement and then prompts your caller to replay it or return to the previous menu. No voicemail message is offered (this is useful for store hours, product information, directions, etc).

7. Setup the remainder of your Menus and Submenus as applicable.

A submenu is simply another Auto Attendant menu that can offer additional routing options to your callers. You may program up to 7 unique submenus. If the same options are needed at different points in the call flow, submenus may be shared/reused. For example, In-Hours and Out-of-Hours options may remain the same, even though the recorded greeting itself is a bit different. Reusing submenus can make it easier to program your Auto Attendant and take advantage of the different greetings.

In addition, you may route to submenus from other submenu extensions. You can also link Auto Attendants if more options and menus are needed for your application.

When your callers are in a submenu, they can press the star key to return to the previous menu. Here is an example of a submenu:

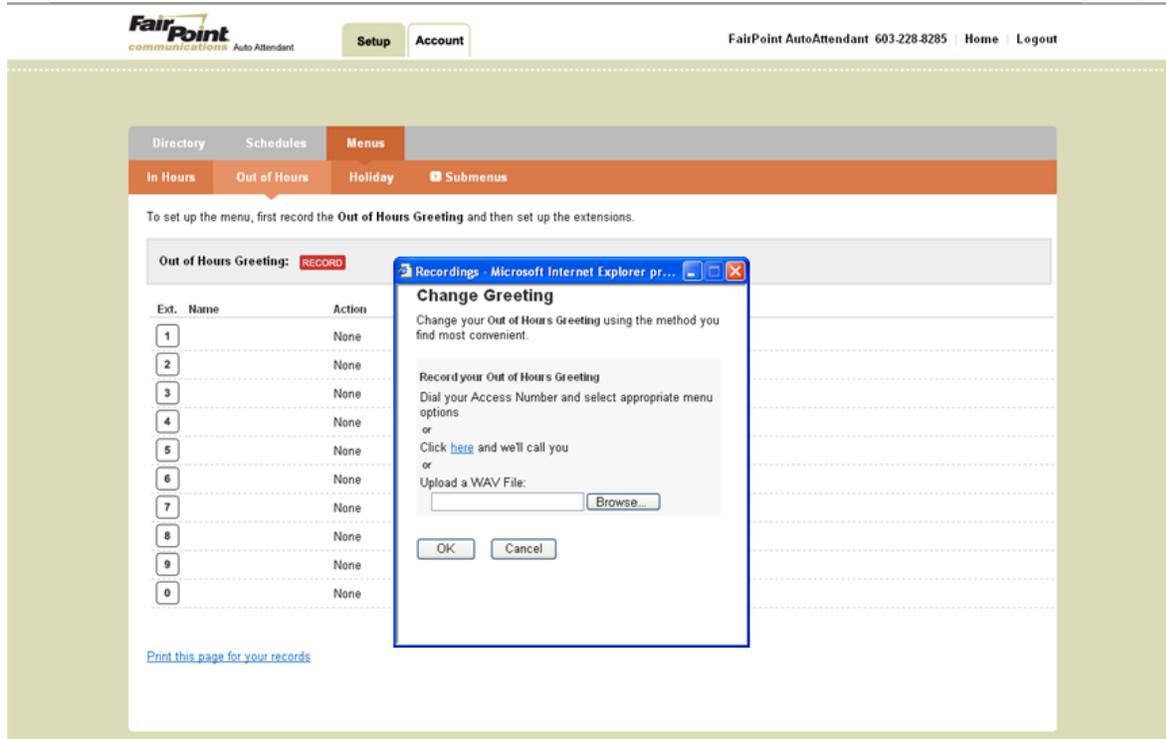
The screenshot shows the FairPoint AutoAttendant web interface. At the top, there is a logo for FairPoint communications Auto Attendant, a 'Setup' button, an 'Account' button, and a header with 'FairPoint AutoAttendant 603-228-8285 | Home | Logout'. Below the header, there is a navigation menu with 'Directory', 'Schedules', and 'Menu' (selected). Under 'Menu', there are tabs for 'In Hours', 'Out of Hours', 'Holiday', and 'Submenus'. The 'Submenus' tab is active, and '1' is selected. Below the navigation, there is a message: 'To set up the menu, first record the Submenu 1 Greeting and then set up the extensions.' Below this message, there is a 'Submenu 1 Greeting: RECORD' button. Below that, there is a table with columns 'Ext.', 'Name', and 'Action'. The table contains 10 rows of data. Row 4 is highlighted in green and has a 'GO TO MENU' button. Row 5 has an 'EDIT' button. Below the table, there is a link: 'Print this page for your records'.

Ext.	Name	Action
1	Amy Adams	Dial Number: 603-228-3537 ▶ Ring: 30 secs ▶ No Answer: Disconnect
2	Mike Chalmers	Dial Number: 603-228-3517 ▶ Ring: 30 secs ▶ No Answer: Disconnect
3	Mary Smith	Dial Number: 603-228-3525 ▶ Ring: 30 secs ▶ No Answer: Disconnect
4	Further Options	Submenu 2 GO TO MENU
5	None	EDIT
6	None	
7	None	
8	None	
9	None	
0	None	

Note that Extension 4 has been set up to route to another submenu in the example above.

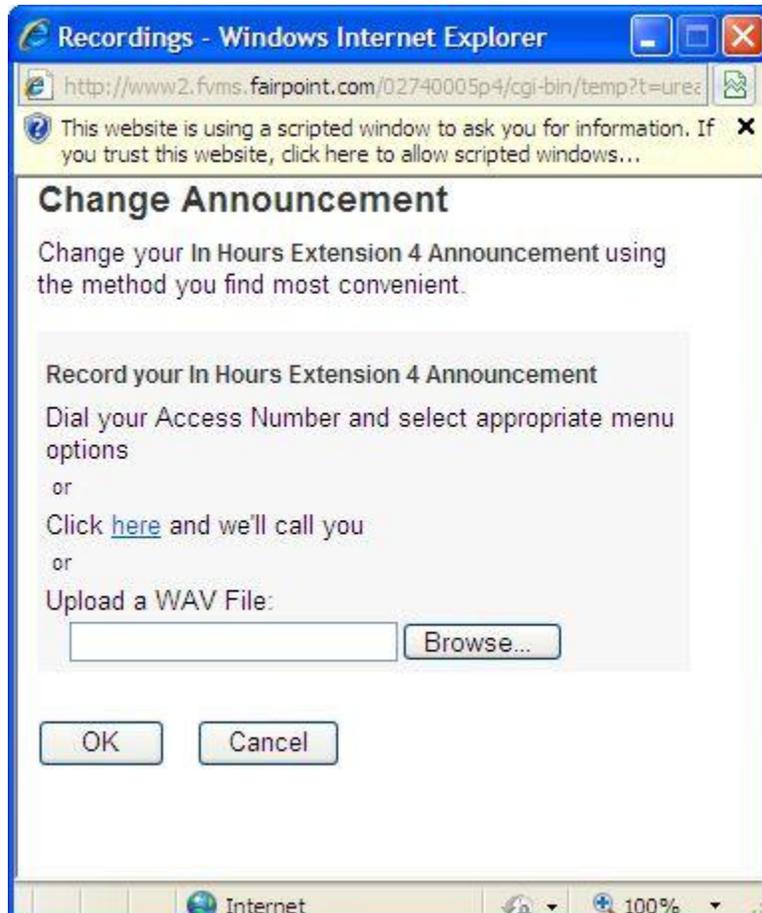
STEP 4: Record your greetings

There are three methods available for recording your greetings: 1) using the “Click to Record” function on the Web, 2) by uploading a .wav file on the Web or 3) by accessing your account by telephone, For customers using a voice mail access group within their own Centrex, recordings can be done only after the access group is installed and working. You can confirm your voice mail access group is working by calling your voice mail access number.



To record greetings from the Web:

1. Go to Setup by clicking on the Setup tab on the top of the page.
2. Click on Menus tab to display the various menu options
3. Click on the Greeting Menu you would like to record (In-Hours, Out-of-Hours, Holiday or one of the Submenus).
4. Once you have selected a menu, you will see a red 'Record' button to the right of the greeting name. (Note that after a greeting is recorded, click your web browsers' refresh button, you will see the button change to “recorded” in green and two new buttons to “Play” and “Change” will be displayed.
5. When you click the Record button to make your initial recording, you will see a pop up box. **Click on the yellow warning in the screen shot below and click “Temporarily allow scripted windows”**



Then click again on the window shown below: "Click here and we'll call you."



6. Enter your **(4 digit)** phone number in the next pop up box. Within a few seconds, your telephone will ring. When you answer the call, the system will prompt you to record the greeting for the menu. After recording, follow the system prompts to save, re-record or listen to your greeting. After you have saved your greeting, you will be disconnected.
7. Repeat this process to record all menu greetings, submenu greetings, and announcements.

To upload a wav file containing your greeting:

1. Go to Setup by clicking on the Setup tab on the top of the page.
2. Click on Menus tab to display the various menu options
3. Click on the Greeting Menu you would like to record (In-Hours, Out-of-Hours, Holiday or one of the Submenus).
4. Once you have selected a menu, you will see a red 'Record' button to the right of the greeting name. (Note that after a greeting is recorded, you will see the button change to "recorded" in green and two new buttons to "Play" and "Change" will be displayed.
5. When you click the Record button to make your initial recording, you will see a pop up box.
6. Browse your PC to locate the wav file containing your greeting and click upload.
7. The wav file will be uploaded. Click the OK button to save your file to the system.

To listen to and record greetings by phone:

1. Call your voice mail access number.
2. If you are calling from the Auto Attendant's phone number, enter your passcode and press #. If you are calling from another phone, press #, enter the AA phone number, press #, enter the passcode and press #.
3. Press 0,0 to Administer your account, then press 1 to record your Auto Attendant greetings.
4. Please reference the detailed telephone map on the next page and follow the key presses to reach the greeting that you would like to record, listen to or change.