

Premium Attendant User Guide

September 2021



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Introduction

Allstream's Auto Attendant is an automated receptionist service. When turned on, it answers your calls automatically, and offers your callers a list of options that you define. You can allow your callers to listen to messages (such as your opening times), to leave a message, or to be transferred to a real person, and you can configure the menu options for all hours or for both business and non-business hours.

Allstream offers two versions of the Auto Attendant feature: Premium Attendant and Easy Attendant:

Premium Attendant (PA) is a feature that provides an automatic call answering service that delivers an interactive menu to callers. Its main features include:

- Multi-level menus
- Transfer to voicemail by name or number
- Intercept mailbox
- Configurable error behavior
- Advanced scheduling
- Recording upload

Easy Attendant (EA) is a feature that provides an automatic call answering service. It delivers an interactive menu to callers, including playing an initial greeting and other recorded announcements. It can make use of a schedule to provide different menus at different times of day. For more information, see the *Voicemail Easy Attendant Quick Start Guide*.

Setting Up the Premium Attendant

To set up the Premium Attendant:

1. Using a web browser, visit <https://myvoice.allstream.com>.
2. Enter your subscriber number, which is your 10-digit mailbox number.
3. Enter your password.
4. Click **Login**.
The **Main** tab displays.

Main Tab

5. Configure your attendant menu settings. These settings display on the right side of the **Main** tab or are accessible by using the individual tabs at the top of the page. For details about these settings, see the following sections:

- [Setting a Schedule, page 3](#)
- [Managing Your Attendant Menus, page 6](#)
- [Working with Announcements, page 9](#)
- [Configuring Extensions, page 11](#)
- [Advanced Settings, page 14](#)

6. From the **Main** tab, click **Turn ON**.

Note: When the attendant is turned off, your callers are told that your number is unreachable.

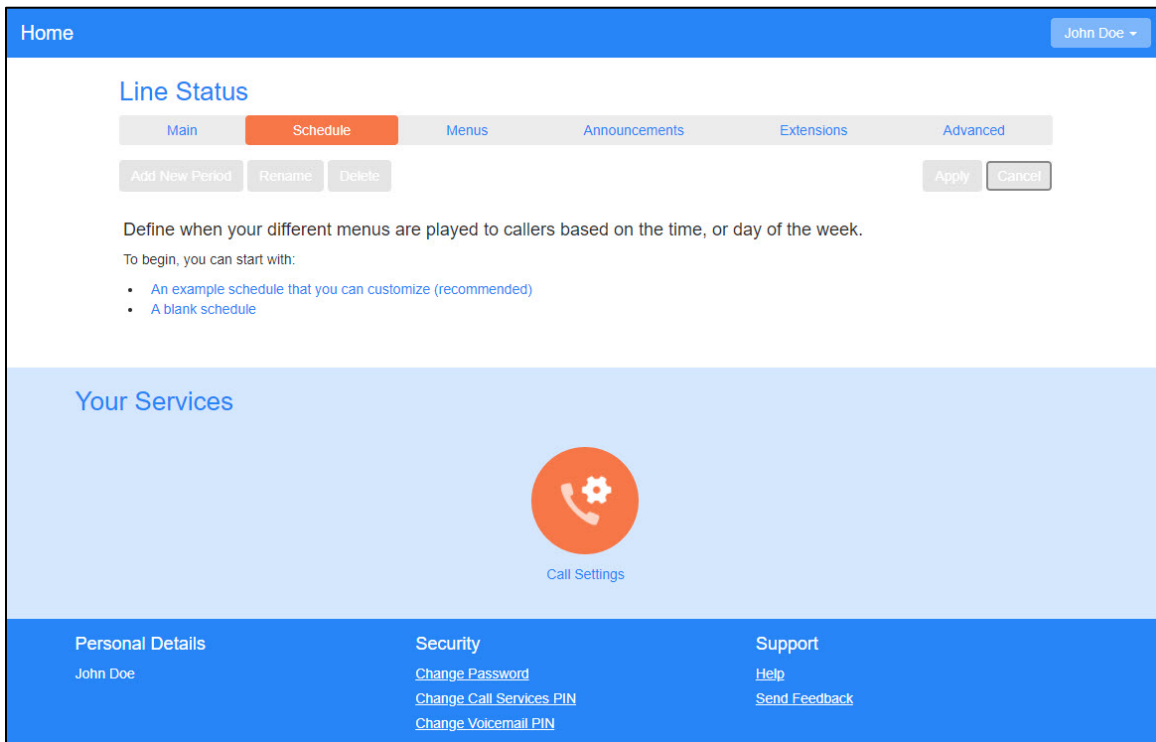
Setting a Schedule

A schedule allows you to define when a specific menu is played to callers based on the time of day or day of the week. You can configure a schedule by modifying a sample or using a blank schedule. Once a schedule has been applied, it is displayed on the **Schedule** tab.

Note: Once a schedule is applied, it may be modified but not removed.

To configure a schedule for your attendant menus:

1. Click the **weekly schedule and holidays** link on the **Main** tab or click the **Schedule** tab at the top of the page.
The **Schedule** tab displays.



Schedule Tab

2. Choose the method by which you want to create a schedule: **An example schedule that you can customize** or **A blank schedule**.

The screenshot shows a user interface for managing call center schedules. At the top, there's a 'Home' header and a user profile 'John Doe'. Below that, the 'Line Status' section has tabs for 'Main', 'Schedule' (selected), 'Menus', 'Announcements', 'Extensions', and 'Advanced'. There are buttons for 'Add New Period', 'Rename', 'Delete', 'Apply', and 'Cancel'. A 'Periods' list on the left includes 'Lunch', 'Weekend', 'Working Hours', 'All other times', and 'Special Days'. The main area displays a grid for the 'Lunch' period, with columns for days of the week and rows for time slots from 1 am to 11 pm. The grid shows 'Lunch' (green) from 12 pm to 1 pm on all days, 'Working Hours' (red) from 9 am to 5 pm on Mon-Fri, and 'All other times' (blue) from 1 pm to 2 pm on Mon-Fri. Below the grid is a 'Zoom In' link. At the bottom, there's a 'Your Services' section with a 'Call Settings' icon and a footer with 'Personal Details', 'Security', and 'Support' links.

Schedule Tab, Sample Schedule

Defining Time Periods

Time periods allow you to set specific attendant menus based on the time of day. For example, you can set a specific menu to play for callers during working hours and another menu to play during lunch.

While the sample schedule provides a set of pre-defined time periods that may be modified or deleted, you can create new time periods for either the sample schedule or the blank schedule.

Creating a Time Period

To create a new time period:

1. At the top of the **Schedule** tab, click **Add New Time Period**.
A dialog box displays.
3. Click **Apply** to save your changes.

Specifying a Menu for a Time Period

To specify a menu for a time period:

1. Select the desired time period from the list.
2. From the **During this period, use this menu** list, select a menu to apply or create a new menu.
If you are creating a new menu, enter a menu name and description in the dialog box and click **OK**.
3. Click **Apply** to save your changes.

Note: If you created a new menu on the **Schedule** tab, make sure to configure your new menu settings. For more information, see [Managing Your Attendant Menus, page 6](#).

Ranaming a Time Period

To rename a time period:

1. Select the desired time period from the list.
2. Click **Rename**.
A dialog box displays.
3. Enter a new name for the time period and click **OK**.
The renamed time period displays in the list.
4. Click **Apply** to save your changes.

Applying a Time Period to the Schedule

To apply a time period to the schedule:

1. Select the desired time period from the list.
2. Select the days and times on the schedule where you want to apply the time period. You can also click and drag to select adjacent days and times.
3. To undo a time period on the schedule, select the days and times you want to undo.
4. Click **Apply** to save your changes.

Deleting a Time Period

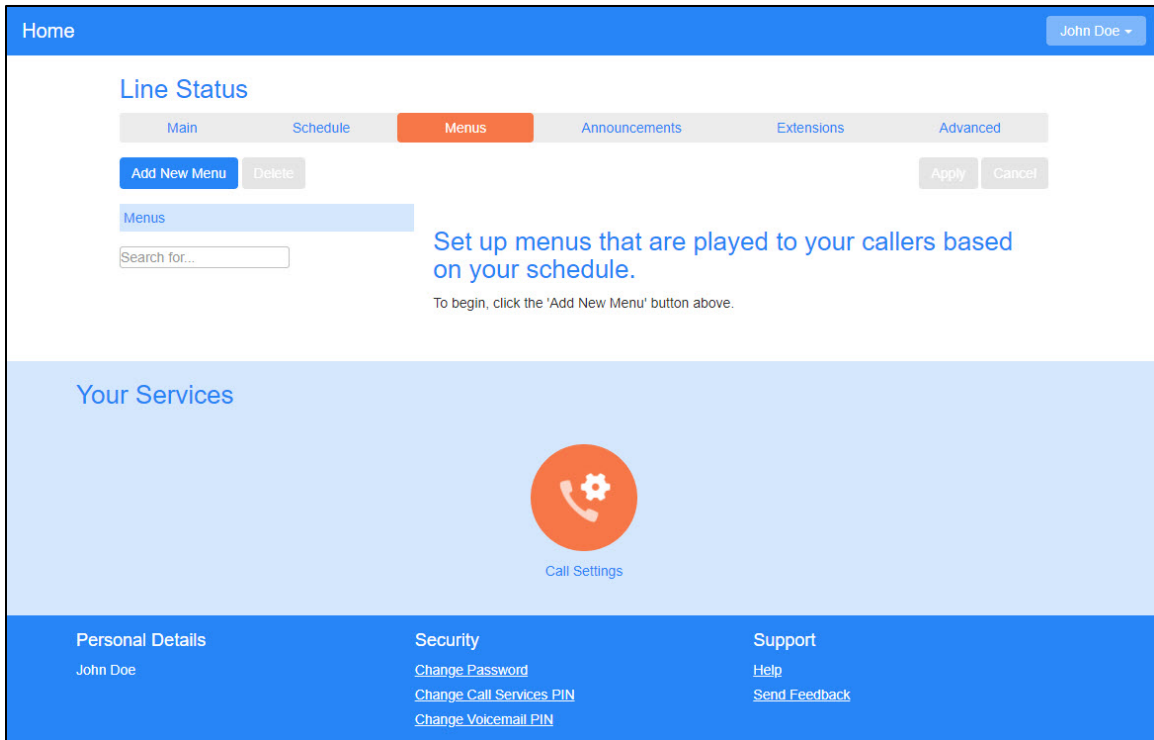
To delete a time period:

1. Select the desired time period from the list.
2. Click **Delete**.
A confirmation dialog box displays.
3. Click **OK** to delete the time period.
4. Click **Apply** to save your changes.

Managing Your Attendant Menus

Attendant menus are played for your callers during specific time periods on a schedule. Once your menus are created and configured, you can apply them to a time period using the **Schedule** tab. For more information, see [Specifying a Menu for a Time Period, page 5](#).

To manage your attendant menus, click the **menus** link on the **Main** tab or click the **Menus** tab at the top of the page.



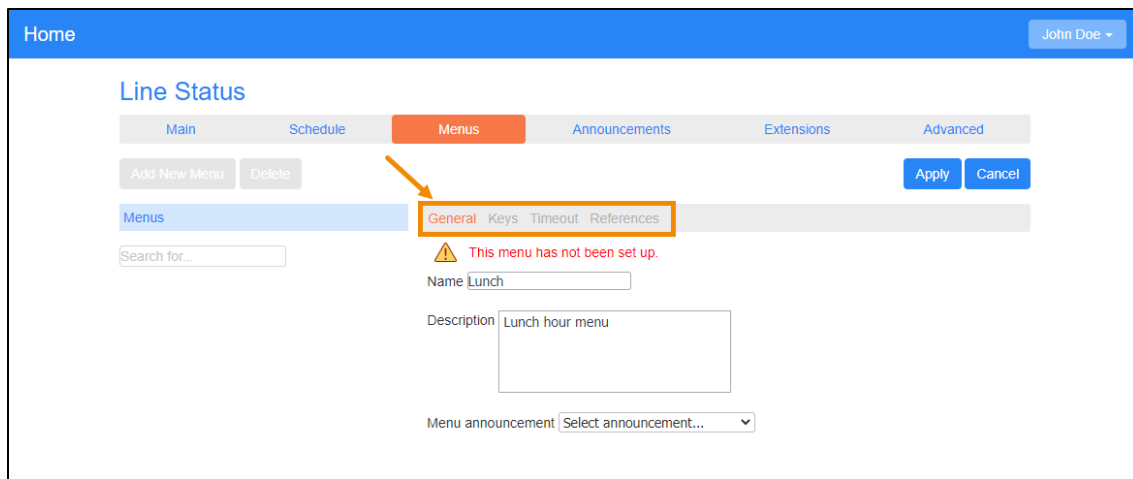
Menus Tab

Creating or Modifying a Menu

To create a menu, at the top of the **Menus** tab, click **Add New Menu**.

To modify a menu, select the menu you want to modify from the **Menus** list.

Settings for the new menu display on the page: **General**, **Keys**, **Timeout**, and **References**.



Menu Settings, General

General Settings

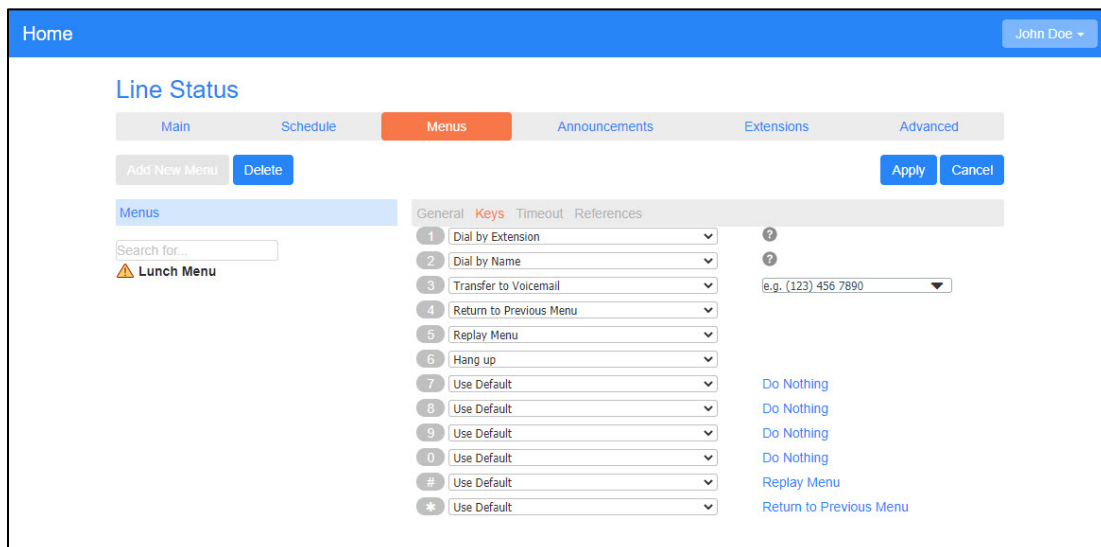
General settings include the menu name, description, and announcement.

1. Enter a name and description for the menu.
2. From the **Menu Announcement** drop-down list, select an announcement or create a new announcement. If you are creating a new announcement, enter an announcement name and description in the dialog box and click **OK**.
3. Click **Apply** to save your changes.

Menu Defined Keys Settings

Menu defined keys settings allow you to define the action taken when a caller presses a number on their telephone keypad.

Note: Keys settings defined here apply only to the selected menu. The **Use Default** selection applies the default setting to the key as defined using the **Advanced** tab. For more information, see [Default Keys Settings, page 14](#).



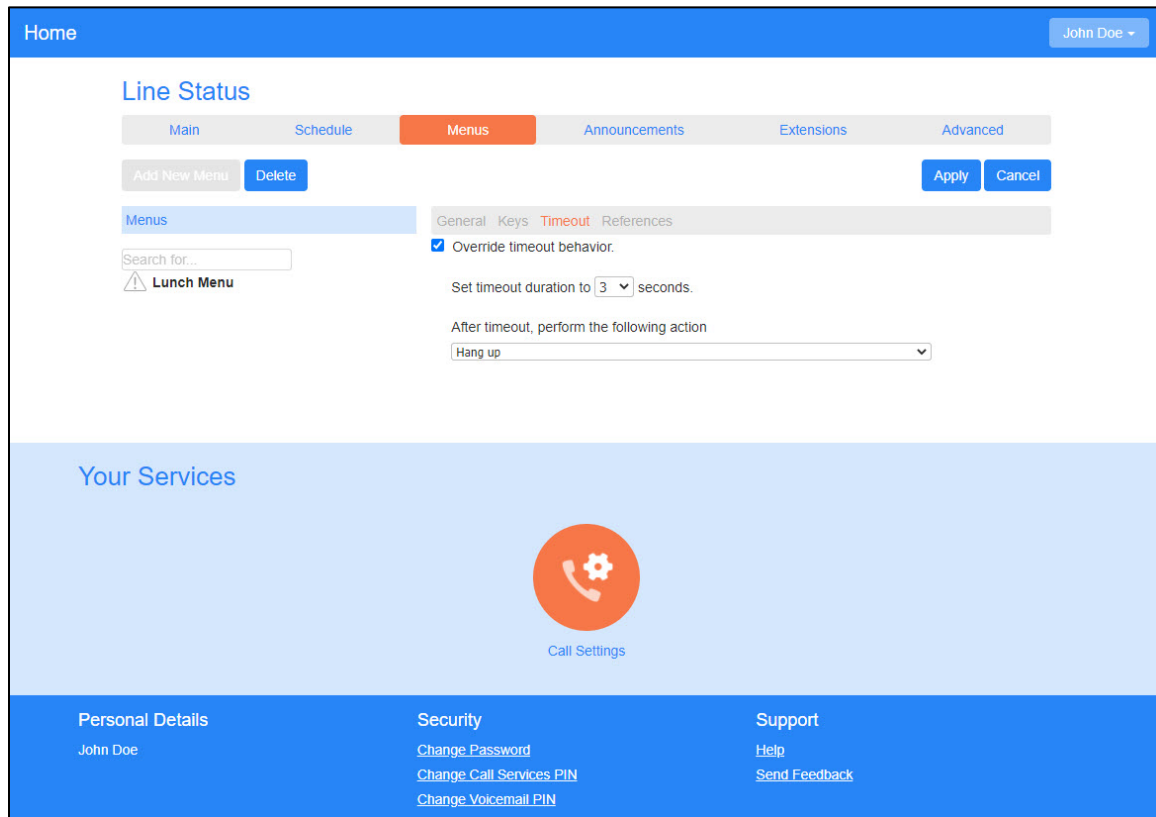
Menu Settings, Keys

2. Assign an action to each key as needed. Some actions require additional information, such as extensions or announcements. For more information, see [Working with Announcements, page 9](#) and [Configuring Extensions, page 11](#).
3. Click **Apply** to save your changes.

Timeout Settings

Timeout settings allow you to override and change the default timeout behavior.

1. Click **Timeout** at the top of the menu settings.
The **Timeout** settings display.



Menu Settings, Timeout

2. To override the default timeout settings, check the **Override timeout behavior** checkbox.
3. Select the new timeout duration.
4. Select the action to perform after a timeout.
5. Click **Apply** to save your changes.

To revert timeout settings back to default, uncheck the **Override timeout behavior** checkbox.

References

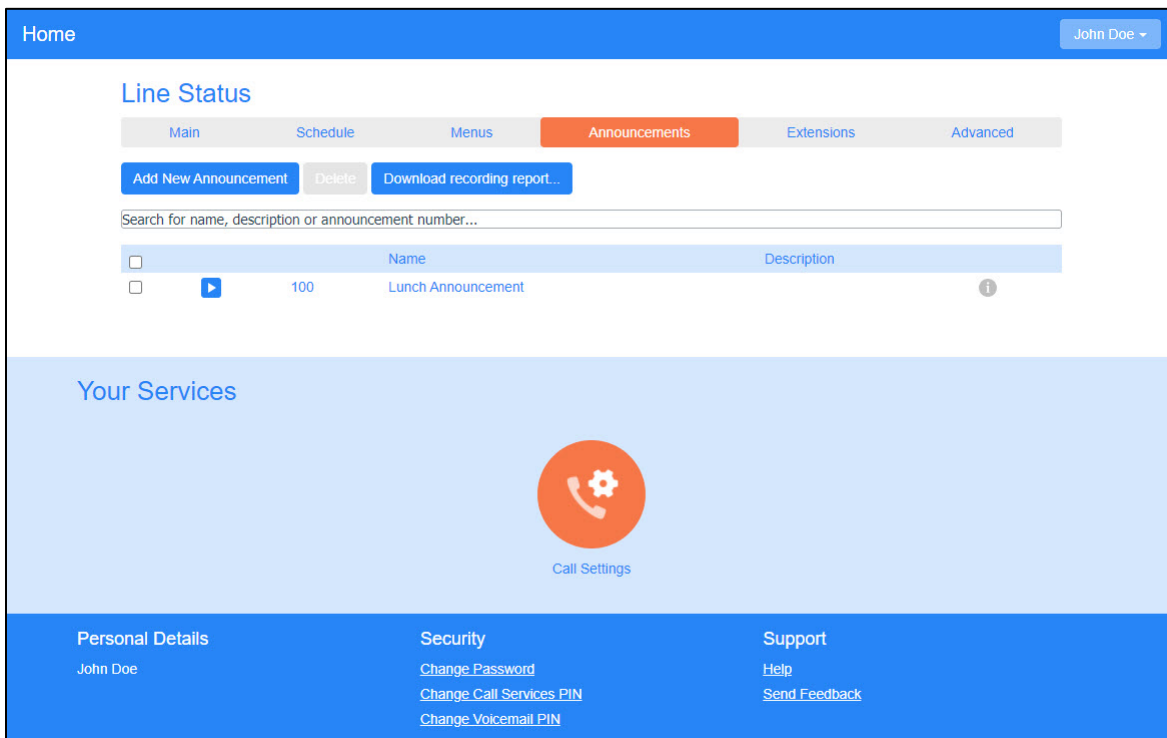
The **References** tab displays which menus and time periods make reference to the currently selected menu. This feature is useful if you want to delete a menu, as you can only do this if the menu is not referenced by any menus or time periods.

Working with Announcements

Announcements are the messages that your callers hear before the menu options are presented during a time period. Announcements are required for each menu configuration. The **Announcements** tab lists all existing announcements (up to 300). The **Search** field at the top of the **Announcements** tab allows you to quickly locate an announcement by typing in all or part of the name, description, or a recording ID number.



Note: The announcements list contains only those for which the recording can be changed. System announcements such as the announcement played when the user presses an invalid key, cannot be changed or listened to via the web interface.

To start working with your announcements, click the **announcements** link on the **Main** tab, or click the **Announcements** tab.






Announcements Tab

The icons on the left indicate the status of each announcement:

-  A recording exists for this announcement. Click the icon to play the announcement
-  A recording does not exist for this announcement.

The icons on the right indicate the state of each announcement:

-  The announcement is referenced by one or more menus
-  The announcement is not referenced by a menu
-  The announcement is referenced by a menu but does not have a recording

Downloading a Recording Report

A recording report is generated in CSV file format. This report provides a list of all announcements and includes the number, name, and description of each announcement, as well as whether audio is present and whether it is referenced by an existing menu.

To download a recording report:

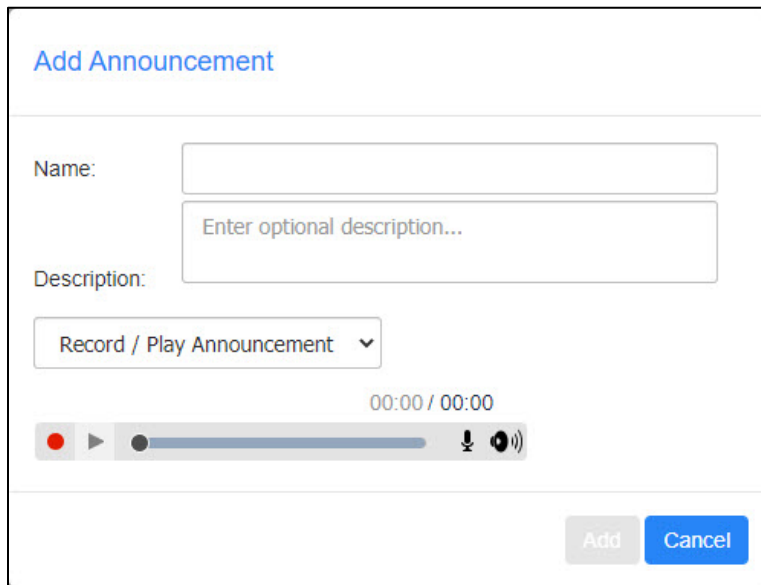
1. Click **Download recording report....**
A confirmation dialog box displays.
2. Click **OK**.
Once the report is generated, select the location where you want to save the file and name the file.
3. Click **Save**.

Note: For large numbers of announcements, this process may take several minutes.

Creating an Announcement

To create an announcement:

1. From the **Announcements** tab, click **Add New Announcement**.
The **Add Announcement** dialog box displays.



Add Announcement Dialog Box

2. Enter a name and description for the announcement.

3. From the drop-down list, select the method by which to create the announcement:
 - **Record / Play Announcement:** Use your computer sound card and microphone to record your message.
 - **Upload Announcement:** Browse for and upload a pre-recorded audio file of your message.
 - **Record by Phone:** Record your message using your telephone.
 - a. Dial your attendant access number from your telephone.
 - b. Follow the prompts to edit announcements.
 - c. When prompted, enter the announcement number as displayed on the **Add Announcement** dialog box.

Note: To offer your callers the option to listen to announcements in your attendant menu, use the web interface to assign the appropriate keys to **Play announcement** before turning on your attendant. For more information about assigning keys, see [Menu Defined Keys Settings, page 7](#) and [Default Keys Settings, page 14](#).

Modifying an Announcement

To modify an announcement:

1. Click the announcement number or name from the list on the **Announcements** tab. The **Announcement** dialog box displays.
2. Make changes as needed and click **Save**.

Downloading a Recorded Announcement

To download a recorded announcement:

1. Click the announcement number or name from the list on the **Announcements** tab. The **Announcement** dialog box displays.
2. Click **Download Announcement**.
3. Select the location where you want to save the file and name the file as needed.
4. Click **Save**.

Deleting Announcements

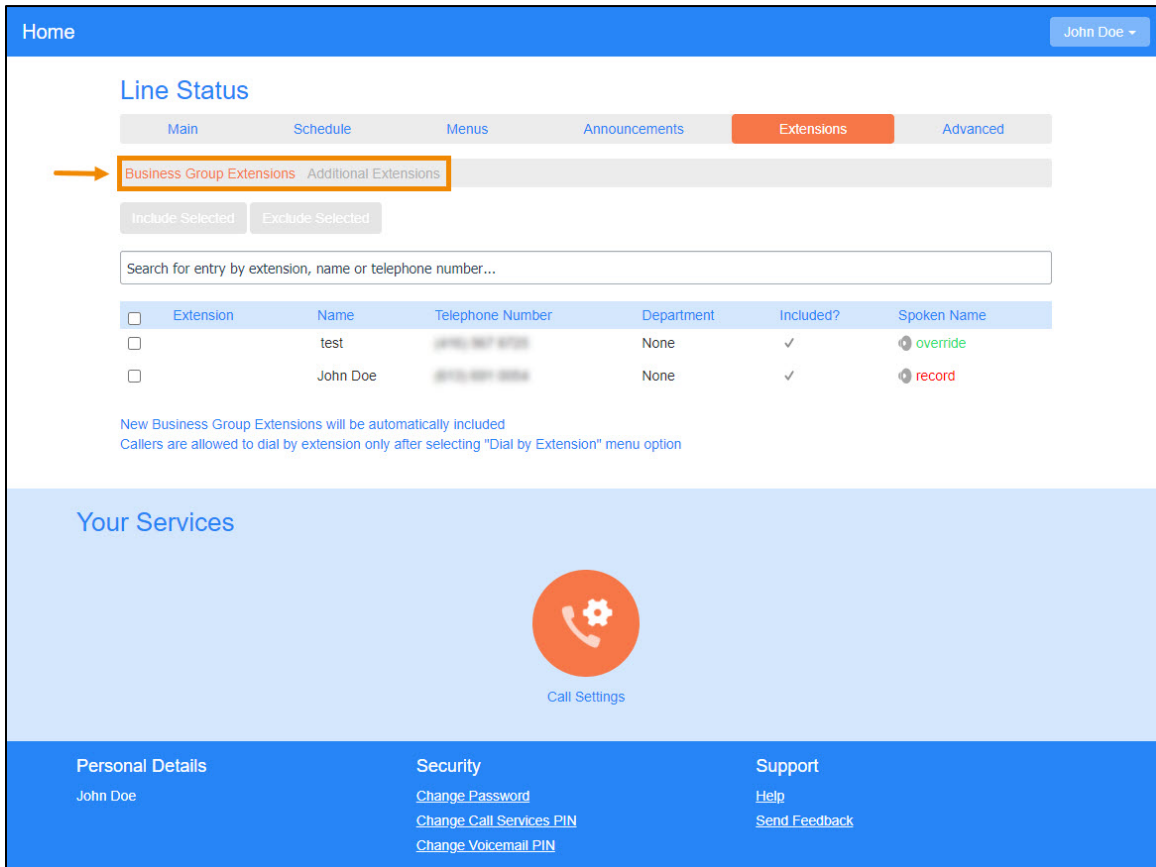
To delete one or more announcements:

1. From the **Announcements** tab, check the box next to each announcement you want to delete.
2. Click **Delete**.
A confirmation dialog box displays.
3. Click **OK**.

Configuring Extensions

In order to offer your callers a "Dial by..." key option, you must define the set of extensions they can dial. For each extension, you must specify the extension number (a short number of your choice, such as 107), the extension's name, and the phone number where your caller should be transferred to if they dial this extension.

To manage your extensions, click the **extensions** link on the **Main** tab or click the **Extensions** tab at the top of the page. There are two types of extensions available on the **Extensions** tab: **Business Group Extensions** and **Additional Extensions**.



Extensions Tab

Business Group Extensions

Business Group Extensions are defined in a business group and automatically listed in the **Business Group Extensions** area of the **Extensions** tab. Extensions that are added to a business group later are automatically included and made available for use with “Dial by...” or “Voicemail by...” key options.

Note: Extensions without spoken names will not be made available for **Dial by Name** or **Voicemail by Name** key options.

To include one or more extensions for use with the “Dial by...” or “Voicemail by...” key options, check the box next to each extension and click **Include Selected**. A checkmark displays in the **Included?** column for each included extension.

To exclude one or more extensions, check the box next to each extension and click **Excluded Selected**. The **Included?** column for each excluded extension is left blank.

Additional Extensions




Additional Extensions are extensions outside of a business group that are manually defined for use with the “Dial by...” or “Voicemail by...” key options. To get started, click **Additional Extensions** on the **Extensions** tab.

Adding an Extension

To add an extension:

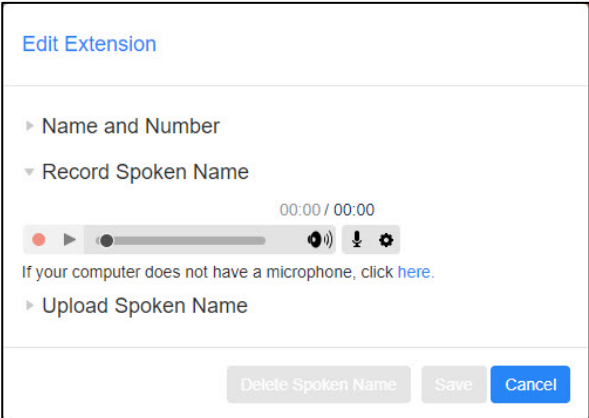
1. From the **Additional Extensions** area of the **Extensions** tab, click **Add Extension**.
The **Edit Extension** dialog box displays.
2. Use the arrows next to each section of the dialog box to expand/collapse required elements.
3. In the **Name and Number** section, specify the extension number (a short number of your choice, such as 107), the extension's name, and the phone number where your caller should be transferred to if they dial this extension.
4. Provide a recorded name or uploaded recording of a spoken name. This is played to callers if they enter a name that is not unique to allow them to refine their search. For example, if there are two extensions called "John" and the caller enters "John", they hear the full names of both the extensions and can choose between them. Extensions that do not have a spoken name recorded cannot be reached by "dial by name" options.

To record, click **Record Spoken Name**.

- To start recording, click the **Record** icon .
- To stop recording, click the **Stop** icon .
- To listen, click the **Play** icon .

To upload a recording, click **Upload Spoken Name**, browse for and select your file, and click **Upload**.

Note: Extensions without spoken names will not be made available for **Dial by Name** or **Voicemail by Name** key options.



5. When finished, click **Save**.

Modifying an Extension

To modify an extension:

1. From the **Additional Extensions** area of the **Extensions** tab, click the extension in the list you want to modify.
The **Edit Extension** dialog box displays.
2. Make changes as needed and click **Save**.

Deleting Extensions

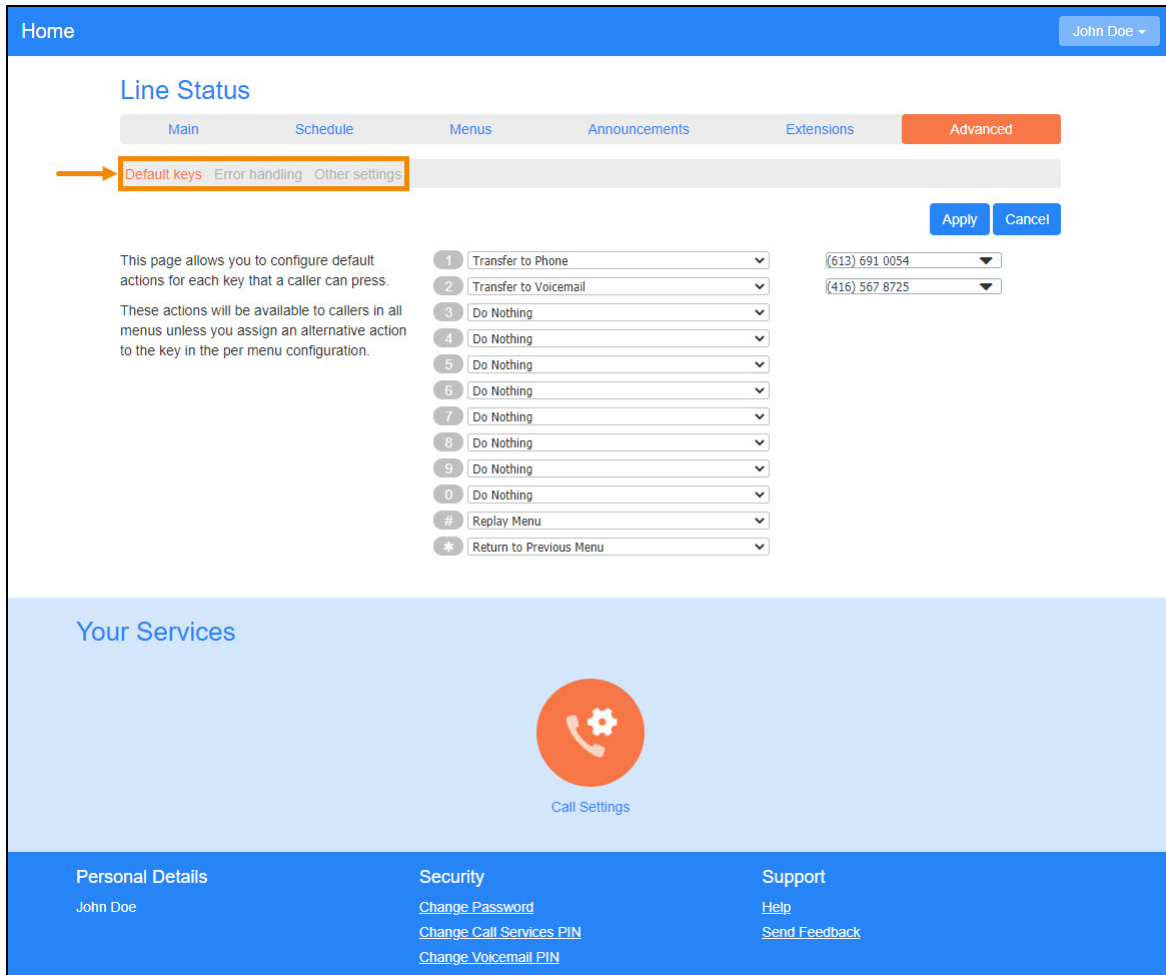
To delete one or more extensions:

3. Click **OK**.

Advanced Settings

Advanced settings allow you to define the default keys settings for all attendant menus, error handling methods, extension matching, and intercept mailbox.

To manage your advanced settings, click the **advanced** link on the **Main** tab or click the **Advanced** tab at the top of the page. There are three types of advanced settings available on the **Advanced** tab: **Default keys**, **Error Handling**, and **Other settings**.



Advanced Tab

Default Keys Settings

Advanced default keys settings allow you to define the actions that are applied whenever you select **Use Default** for a key setting during menu configuration. For more information about key settings in a menu configuration, see [Menu Defined Keys Settings, page 7](#).

To configure your default keys settings:

1. Click the **advanced** link on the **Main** tab or click the **Advanced** tab. The **Keys** settings display.

Home John Doe ▾

Line Status

Main Schedule Menus Announcements Extensions **Advanced**

Default keys Error handling Other settings

Apply Cancel

This page allows you to configure default actions for each key that a caller can press. These actions will be available to callers in all menus unless you assign an alternative action to the key in the per menu configuration.

1	Transfer to Phone	(613) 691 0054
2	Transfer to Voicemail	(416) 567 8725
3	Do Nothing	
4	Do Nothing	
5	Do Nothing	
6	Do Nothing	
7	Do Nothing	
8	Do Nothing	
9	Do Nothing	
0	Do Nothing	
#	Replay Menu	
*	Return to Previous Menu	

Advanced Tab, Default Keys

- Assign an action to each key as needed. Some actions require additional information, such as extensions or announcements. For more information, see [Working with Announcements, page 9](#) and [Configuring Extensions, page 11](#).
- Click **Apply** to save your changes.

Error Handling

You can change the following global settings that determine what happens when there is an error when your callers are using the attendant. To get started, click **Error handling** on the **Advanced** tab.

Home John Doe ▾

Line Status

Main Schedule Menus Announcements Extensions **Advanced**

Default keys **Error handling** Other settings

Apply Cancel

Timeout

Menus time out if a caller doesn't press a key within 3 seconds.

After 3 menu timeouts:
System announcement then hang up

Call Transfer

Ring: for 125 seconds

If a call transfer fails: Hang up the call

Invalid Extension

If the caller dials an invalid extension 3 times:
Hang up

Unknown Input

If the caller selects an unassigned key 3 times:
System announcement then hang up

Advanced Tab, Error Handling

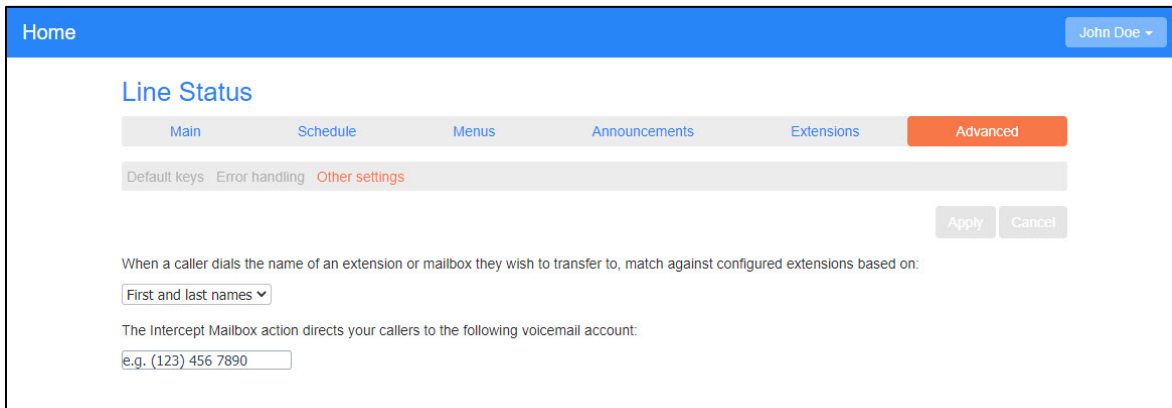
Make your selections as needed and click **Apply** to save your changes.

- **Timeout:** This defines the behavior of the attendant if a caller fails to press a key within the specified time (in seconds).
- **Unknown input:** This defines the behavior of the attendant if a caller presses a key that has not been assigned an action.
- **Call Transfer:** This defines the behavior of the attendant if a call transfer connection fails.
- **Invalid Extensions:** This determines the behavior of the attendant if a caller presses an unrecognized extension number.

Note: If a selected event is incorrectly configured, an error icon displays.

Other Settings

Other advanced settings include extension matching preferences and a default intercept mailbox. To get started, click **Other settings** on the **Advanced** tab.



The screenshot shows a web interface for 'Line Status' with a blue header bar containing 'Home' and 'John Doe'. Below the header is a navigation bar with tabs: 'Main', 'Schedule', 'Menus', 'Announcements', 'Extensions', and 'Advanced' (which is highlighted in orange). Under the 'Advanced' tab, there is a sub-navigation bar with 'Default keys', 'Error handling', and 'Other settings' (highlighted in red). Below this, there are two sections: 1) 'When a caller dials the name of an extension or mailbox they wish to transfer to, match against configured extensions based on:' with a dropdown menu set to 'First and last names'. 2) 'The Intercept Mailbox action directs your callers to the following voicemail account:' with a text input field containing 'e.g. (123) 456 7890'. At the bottom right of the form area are 'Apply' and 'Cancel' buttons.

Advanced Tab, Other Settings

Make your selections as needed and click **Apply** to save your changes:

- Select the method by which to match extensions when a caller dials the name of the extension or mailbox to which they want to transfer.
- Provide the voicemail number where callers will be sent when the **Intercept Mailbox** key action is applied to a menu. This applies to both menu defined and advanced key settings. For more information about key settings, see [Menu Defined Keys Settings, page 7](#) and [Default Keys Settings, page 14](#).