



Auto Attendant

Green Platform


Recording User Guide

Auto Attendant Recording Guide

An auto attendant is an automated greeting played to callers that offers company information and options that allow the caller to be transferred to an associated party or department without the intervention of a live operator. Many businesses use an auto attendant to handle high call volume and get their callers to the appropriate department quickly.

The instructions below describe how to access the dial-in recording system associated with your auto attendant. You can use this guide in conjunction with your call flow documents to assist you in recording or re-recording greetings as needed. If you have a directory option on your auto attendant, you can also utilize this access information to record extension names.

For more in-depth instructions about this and other options for recording or changing your auto attendant options, please ask your system administrator or refer to the *Telesystem Administrator CommPortal Guide*.

Italic type with this  icon indicates what you will hear on your phone.

BEFORE YOU BEGIN YOU WILL NEED:

- Your auto attendant number(s) and password(s) you wish to modify
- Your auto attendant announcement ID(s) number(s) you wish to modify

If you do not have the above information, please refer to the original order documents sent to your system administrator. If you are the system administrator and no longer have this information, contact LSI for this information.

TO ACCESS THE AUTO ATTENDANT RECORDING SYSTEM:

Dial **215-391-4991** from any touch tone phone


Once you dial in using the access number above, you will be greeted by the following message:

 ***Please enter your account number, followed by the # key.***

Enter the auto attendant number that you wish to modify. For example, if your auto attendant number is 555-355-9988, use your telephone keypad to enter 5553559988#

 ***Please enter your password, followed by the # key.***

Enter the auto attendant password. By default, this is the last four digits of the auto attendant number.


 ***Main menu: To activate or deactivate the system, press 1. To manage announcements, press 2. To manage extension names, press 3. To test a menu, press 4. To change the admin password, press 5.***

Press option 2 to manage (record, re-record, etc) your announcements.

At this point if you would like to record extension names for a directory on your Attendant, press 3 then follow the prompts to record and save names.

 ***Please enter the three digit announcement ID, followed by the # key or press * to return to the previous menu.***

Enter the three digit announcement ID (referenced on your call flow document) you wish to modify followed by the # key.

 ***To listen to the current announcement, press 1. To rerecord the announcement, press 2. To accept the re-recorded announcement press 3. To exit, press the * key.***

Follow the prompts to record, listen, then save the announcement(s) of your choice. Test as needed by calling your auto attendant or using the menu test option (4) from the main menu.