

# Setting up a Holiday Auto Attendant



**Step 1:**  
Create The Holiday  
Auto Attendant



**Step 2:**  
Set Up the  
Call Routing



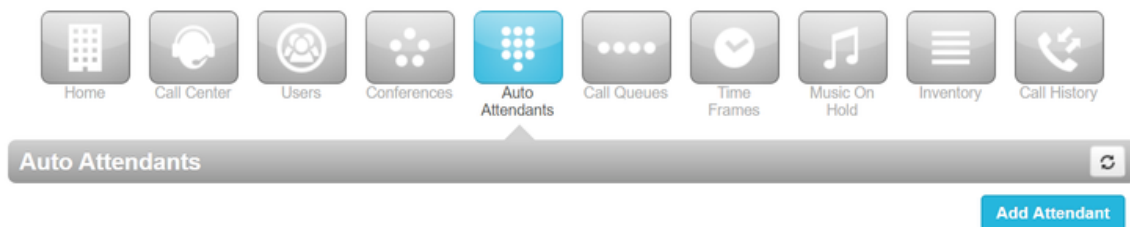
## Note:

You will need to have Office Manager Access or a user scope that allows for the adding of Auto Attendants. Please reach out to Axxess Networks for additional assistance.

# CREATE THE HOLIDAY AUTO ATTENDANT

This first section is to create an auto attendant for the holiday message. If you already have one set up you can skip to the section on Call Routing.

1. Log into your Axxess Networks Portal and select the Auto Attendant button
2. Select the **Add Attendant** button shown below to create the new holiday menu



3. Fill out the information in the menu to create the new attendant. Make the name something you can recognize as the holiday menu and give it an extension number that is not being used.
  - a. It's good practice to keep your Auto Attendants organized by number ranges. Ex. If you have an Auto Attendant already created that is extension 7000, then the next New Auto Attendant would be created as 7001, then 7002, etc .

**Important: Set the time frame to Default as we will set up the time routing later.**

Add an Auto Attendant

Name

Holiday Auto Attendant

Extension

7001

New

Time Frame

default (all the time)

▼

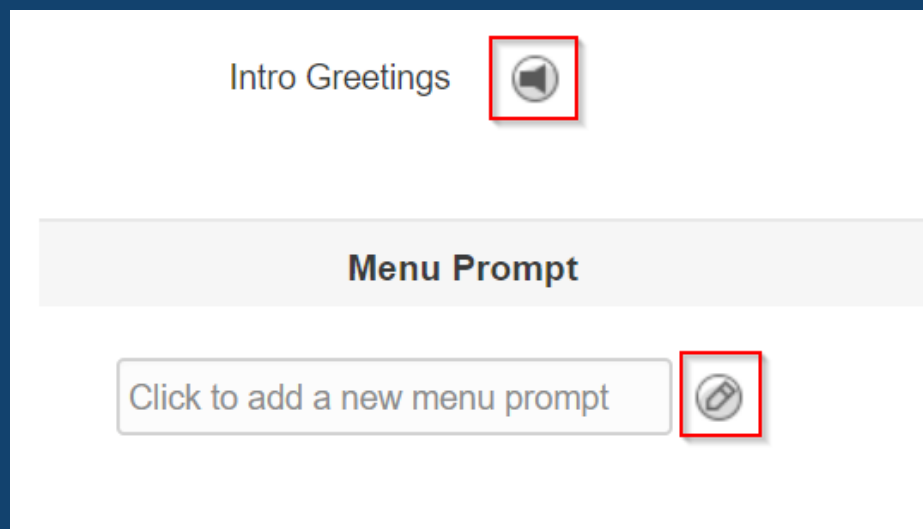
Cancel

Add

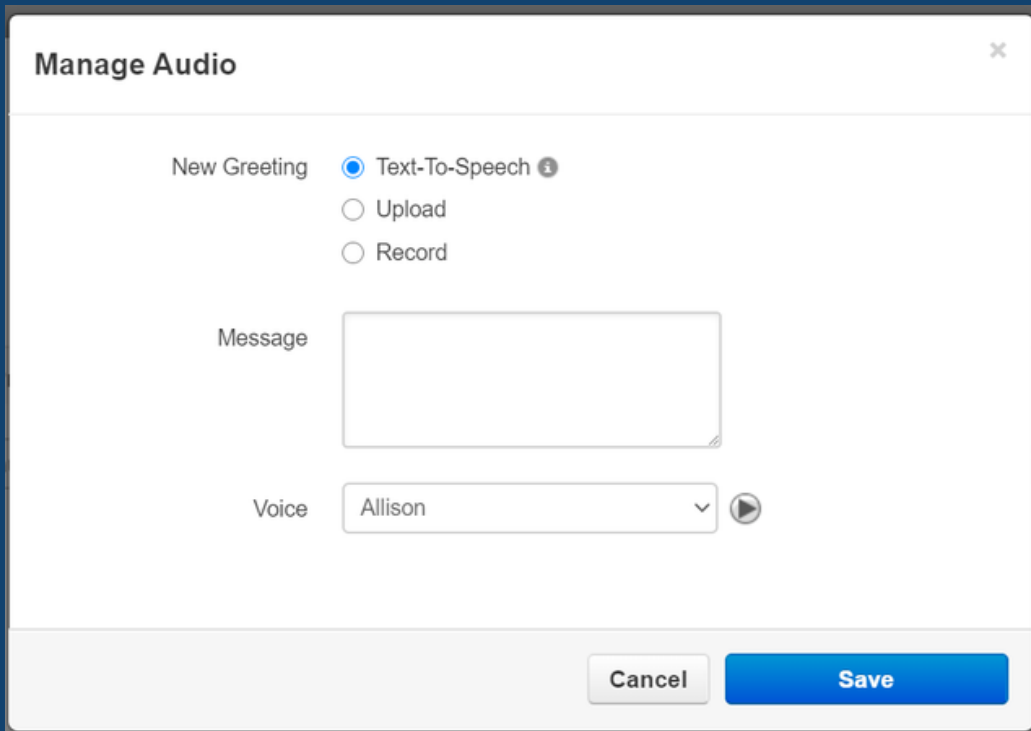
4. When you select Add it should open up the screen shown below where you can configure the menu options.



5. There are two sections to add audio. The first button is the Intro Greeting.
- The Intro Greeting will play the selected audio, however, if someone presses a button the system will not respond and will keep playing the audio.
  - The second button is for the Menu Prompt audio. The key difference is that when the menu prompt is playing audio and someone presses a button the system will stop the audio and route the call to the set destination immediately.
  - If you're only going to have one recording, only use the Menu Prompt option



6. Select the Menu Prompt Manage Audio button and it will open up a sub-menu.
7. There are 3 ways to add a greeting to your auto attendant
  - NOTE: Previous Recordings are not stored on the Axxess Web Portal. Please make sure to download previous recordings before uploading or recording new ones.
- a. **Text-To-Speech** - This option will allow you to type a message that will be converted to an audio file. The voice option can be selected to determine how the text-to-speech will sound. The Play Button can be used to preview the audio file.



**Manage Audio**

New Greeting ☒ Text-To-Speech ⓘ  
☐ Upload  
☐ Record

Message

Voice Allison ▶

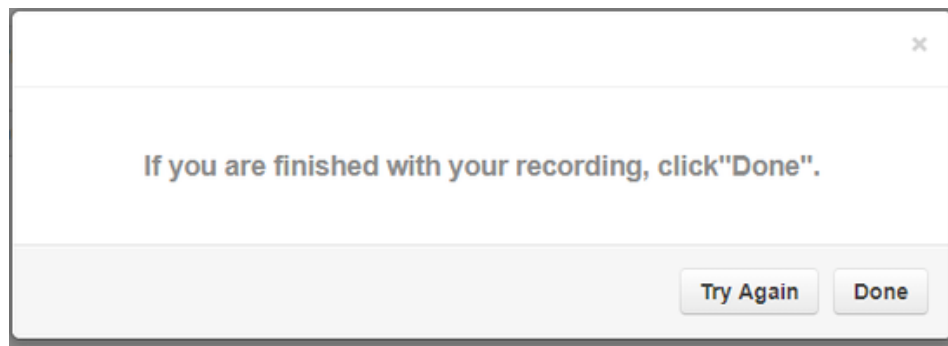
Cancel Save

- b. **Upload** - If you already have a message recorded you can select the Upload option and select the audio file saved on your computer and select upload to save it to the menu.

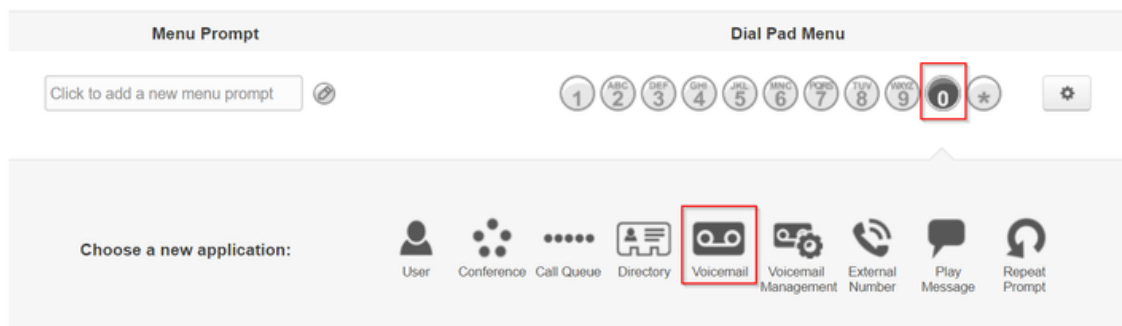
This will need to be a .wav or .mp3 file type. You will also need to give a description to your uploaded audio file

- c. **Record** - If you need to record a message you can select the Record Button. Then in the option "Call me at" you can send a call to either an extension (3 or 4 digits) or a ten-digit telephone number to record the message through a phone. You will need to add a description to the greeting.

When you are finished with the call you can either select "Try Again" to re-do the recording or select "Done" to upload the sound to the menu.



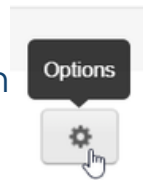
8. Now that we have audio for the menu we can configure the dial pad menu. In this demo, we just want to play the message then route the call to a voicemail box. We will select option 0 then select Voicemail.



9. We will type the extension of the voicemail we would like calls to route to then select the Save button to save our progress.



10. After we have saved those changes then select the gear button shown below to open up the menu options



11. We want to select the two drop-down menus and select follow 0. That way when the audio has finished playing, it will automatically route to the voicemail. After that, select done and save to finish the holiday menu.

If you do not see "Follow 0" from the drop-down menu, make sure you have Saved the dial pad settings from the previous steps.

If no key is pressed	<div>Follow 0 ▾</div>
If unassigned key is pressed	<div>Repeat the greeting prompt ▾ Repeat the greeting prompt Hangup Follow 0</div>
Timeout before first key	

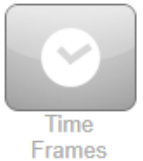
Once an auto attendant has been created or if one already exists the next step is to set up the call routing.

***Move on to step 2 →***



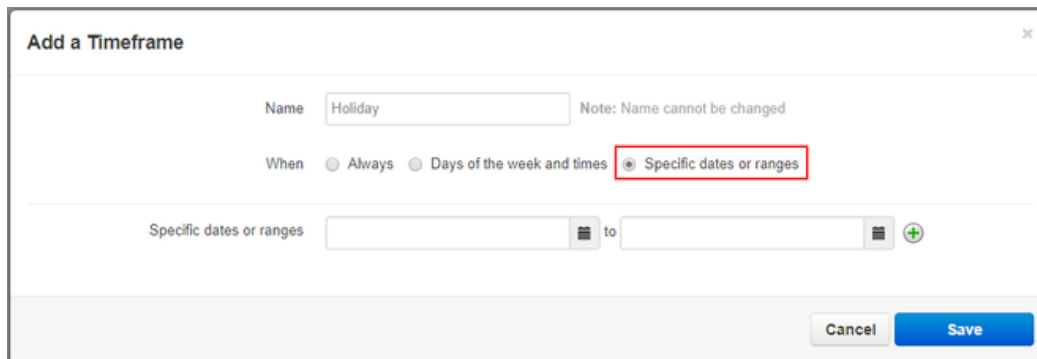
# SET UP THE CALL ROUTING

1. To create the holiday timeframe select the Timeframe button on the top section of the web portal.
2. Select the "Add Time Frame" button to create a new holiday time frame.




The screenshot shows the 'Time Frames / ThomasTestDomain' header. Below it is a search bar labeled 'Find a user's time frames' with a magnifying glass icon. To the right of the search bar is a blue button labeled 'Add Time Frame' which is highlighted with a red rectangle. Below the search bar is a table with three columns: 'Name', 'Description', and 'Owner'. The first row of the table has the values 'Business Hours', 'Days and Times', and 'ThomasTestDomain'. To the right of the table are three small circular icons: a plus, a checkmark, and a cross.

3. In the menu below give the time frame name you can remember as the holiday time frame. Then select the "Specific dates or ranges" button and use the calendar tool to select the date range.



The screenshot shows the 'Add a Timeframe' dialog box. It has a title bar with a close button (X). Inside, there is a 'Name' field with the value 'Holiday' and a note 'Note: Name cannot be changed'. Below the name field is a 'When' section with three radio buttons: 'Always', 'Days of the week and times', and 'Specific dates or ranges'. The 'Specific dates or ranges' radio button is selected and highlighted with a red rectangle. Below the 'When' section is a 'Specific dates or ranges' field with two calendar icons and a 'to' label. At the bottom right of the dialog box are 'Cancel' and 'Save' buttons.

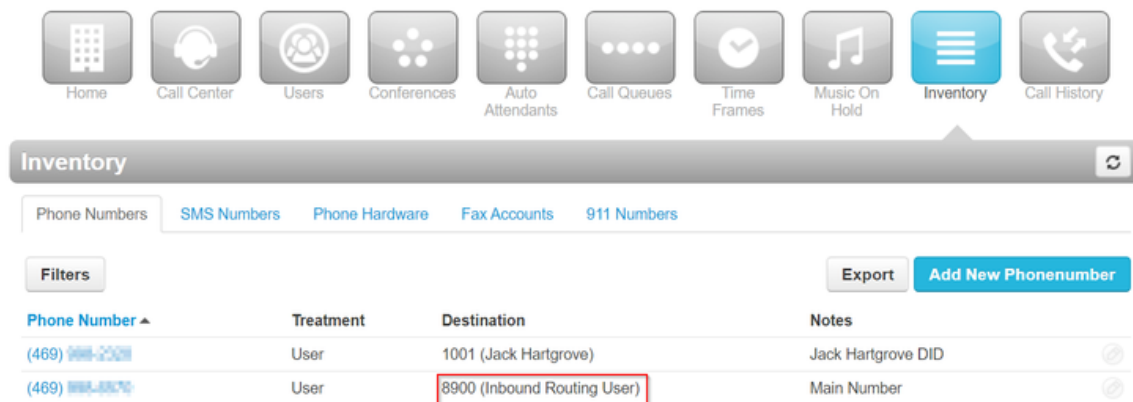
4. If you already have a holiday time frame created you can add additional dates by selecting the time frame then add any additional dates required.

Utilizing this, you can create One Holiday Timeframe for all of your Holidays.

5. After the time frame is created or edited then we will track down where calls route. You can do this by selecting the inventory button shown below.

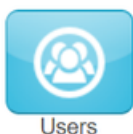


- In the "Phone Numbers" section we can see where the main number is routed too. In this case, it is 8900 (Inbound Routing User).



Phone Number	Treatment	Destination	Notes
(469) 888-8888	User	1001 (Jack Hartgrove)	Jack Hartgrove DID
(469) 888-8889	User	8900 (Inbound Routing User)	Main Number

- To get to that specific user select the Users button shown below.

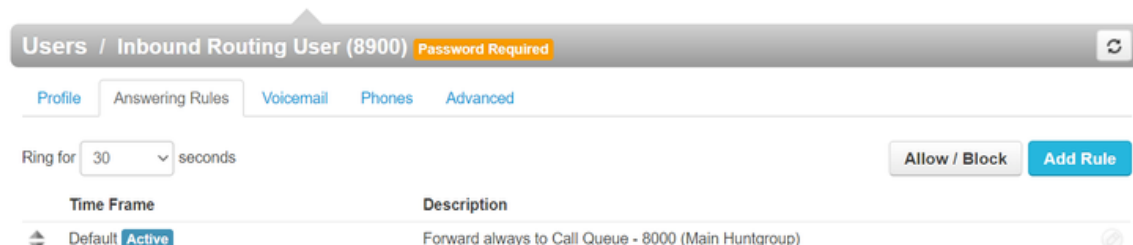


- In the Users section, we will search for 8900 in the search bar. Then select the Inbound Routing User shown below.



Name	Extension	Department	Site	Scope
Inbound Routing User	8900			Basic User

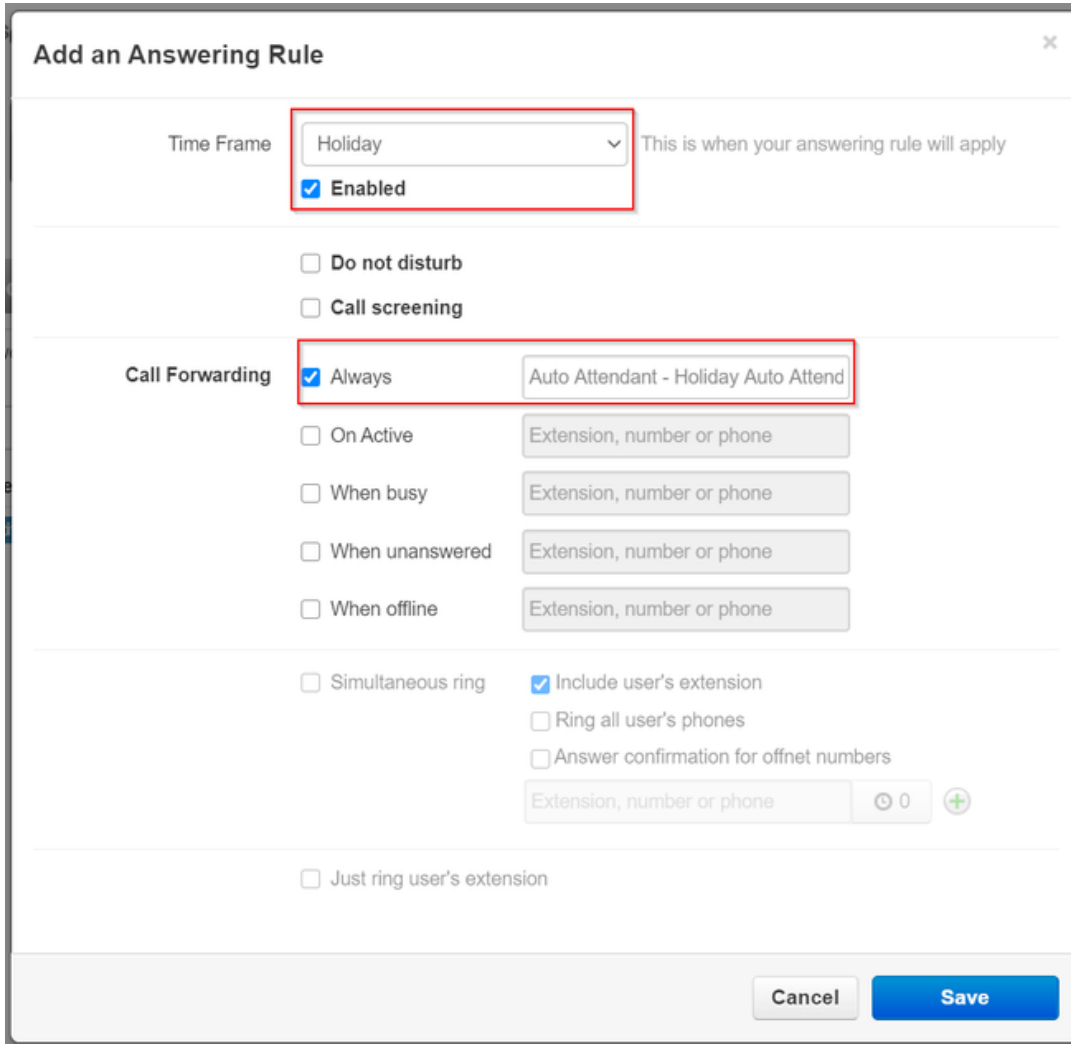
- Navigate to the "Answering Rules" section to see the call routing rules. Then select the "Add Rule" button shown below.



Time Frame	Description
Default	Forward always to Call Queue - 8000 (Main Huntgroup)



10. In the Add Rule window, select the drop-down for Time Frame and select the holiday time frame that was created or edited earlier. Then check the Enabled check box to turn the rule on. Then check the Always section in Call Forwarding and search for the extension of the auto attendant we created or edited above.



**Add an Answering Rule**

Time Frame: Holiday This is when your answering rule will apply

☒ Enabled

☐ Do not disturb

☐ Call screening

**Call Forwarding**

☒ Always Auto Attendant - Holiday Auto Attend

☐ On Active Extension, number or phone

☐ When busy Extension, number or phone

☐ When unanswered Extension, number or phone

☐ When offline Extension, number or phone

☐ Simultaneous ring

☒ Include user's extension

☐ Ring all user's phones

☐ Answer confirmation for offnet numbers

Extension, number or phone 0 +

☐ Just ring user's extension

Cancel Save

11. Click Save.
12. You will then see the Holiday Time frame and it's rules appear in the answering rules for the User.

You will need to make sure that the Holiday Time Frame is above the other Time Frames. The Time Frames take priority from Top to Bottom in the case of multiple time frames being active at the same time.

You can move Time Frames around by clicking and dragging the triangles on the left-hand side of the answering rules.