

# Auto-Attendant set-up



STEP 1: Click "Call Forwarding" in the 'Utilities' section of the dashboard as shown below.



### STEP 2: Click the "Add a New Call Flow" link.

	WS			
Call Flows Auto Atte	endants Hunt Groups	Time of Day Remote PBX	 v911 Status	
Description	Active	Owner	v911 Status is:	
<ul> <li>Gain i Orward</li> </ul>		Administration Guide		

STEP 3: Type in the name that you want so assign your Auto Attendant in the "Call Flow Name" field.

EXAMPLE: Company Directory, Company Attendant, ABC Directory, etc.

Dashboard	Profile <del>-</del>	Messages	Faxes▼	Broadcast -	Calls -
					-17
Call Flo	WS				
Call Flows Auto Att	andanta Hunt Crouns	Time of Day - Domoto DRV			
Call Flows Auto Aut	enuants nunt Groups	Time of Day Remote PBX		v911 St	atus
Description	Active Ow	ner		v911 Stati	us is:
Call Forward	✓ - Ac	ministration Guide			
J Default	× - Ac	ministration Guide			
Add a New Call Flow					
Call Flow Name	£2			Update	>
	Create				

STEP 4: Click the "Create" button the Auto Attendant Call Flow.

_					
Call Flo	ws				
Call Flows Auto Atte	endants Hunt Group	os Time of Day Remote PB.	x	v911 Status	
	Active	Owner		v911 Status is:	
Description					
Call Forward	~	- Administration Guide			
Call Forward     Default	×	- Administration Guide - Administration Guide			
Call Forward     Default     Add a New Call Flow	×	- Administration Guide - Administration Guide			
Call Forward     Call Forward     Default     Add a New Call Flow     Call Flow Name Con	npany Directory	- Administration Guide - Administration Guide		PASS - Enhanced	911
Call Forward Call Flow Ca	npany Directory	- Administration Guide - Administration Guide	N	PASS - Enhanced	911

### STEP 5: Click in the "Add" box as shown below.

Owner: - Administration Guide Call Flow: Company Directory	v911 Status is:
Active: Inactive V	PASS - Enhanced 911
	Update >
Add Call Flow Token Option 1 Option 2	
	Change Accounts
Update Delete call now	4702060743, Administration Guide
	Timezone
	Timezone setting is
	(GMT-05:00) Eastern Time (US & Ca <mark>&gt;</mark>
	Respect Daylight Savings:
	Yes

STEP 6: Click in the "Call Flow Token" drop-down and select "Place call to Auto Attendant".

Call Flow: Company Directory		
Active: Inactive		PASS - Enhanced 911
		Update >
Add Call Flow Token	Option 1 Option 2	
		Change Accounts
Play Voice File		Change Accounts
Place call to VoIP Phone		
Place call to PSTN number		4702060743, Administration Guide 💙
Place call to AUTO ATTENDANT -		
Send call to VOICE MAIL	-	
HANG UP call		Timezone
Place call to INTERNAL number		
Time of Day Wrapper		Timezone setting is
Night Mode CALL FLOW		
Place call to QUEUE		
Place call to INSTAPLY		(GM1-05:00) Eastern Time (US & Ca

## STEP 7: Click the "Update" button to save your changes.

Owner: - Administration Guide Call Flow: Company Directory Active: Inactive 🗹	v911 Status is: PASS - Enhanced 911
Add Call Flow Token Option 1 Option 2	Update >
Place call to AUTO ATTENDANT V DEFAULT - new V N/A	Change Accounts
	4702060743, Administration Guide 💙
	Timezone
	Timezone setting is
	(GMT-05:00) Eastern Time (US & Ca 🗸
	Respect Daylight Savings:

### STEP 8: Click the "Call Flows" link as shown below.

Call Flows Auto Attendants Hunt Groups Time of Day Remote PBX	v911 Status
Owner: - Administration Guide	v911 Status is:
Active: Inactive	PASS - Enhanced 911
Del Call Flow Token Ontion 1 Ontion 2	Update >
Place call to AUTO ATTENDANT DEFAULT - new      edit	
	Change Accounts
Update Delete Call Flow	Change Accounts
Update Delete Call Flow	4702060743, Administration Guide
Update Delete Call Flow	Change Accounts 4702060743, Administration Guide
Update Delete Call Flow	Change Accounts 4702060743, Administration Guide

STEP 9: Click the "Add a New Call Flow" link to create the first option for your Auto Attendant.

Call Flows Auto At	tendants Hunt Gr	oups Time of Day Remote PBX	v911 Status
Description	Active	Owner	v911 Status is:
Call Forward	×	- Administration Guide	DACC Enhanced Off
Default	×	- Administration Guide	FASS - Enhanced 911
			Change Accounts

STEP 10: Click in the "Call Flow Name" and type in a name for the first option on the Auto Attendant.

Call Flo	ws		
Call Flows Auto Atte	ndants Hunt Gr	oups Time of Day Remote PBX	v911 Status
Description	Active	Owner	v911 Status is:
Call Forward	×	- Administration Guide	DASS - Enhanced 014
J Default	×	- Administration Guide	FASS - Enhanced 911
Call Flow Name Opti	on 1 Sales		Update >
		$\backslash$	Change Accounts 4702060743, Administration Guide



### STEP 12: Click in the "Add" box.

Owner: - Administration Guide	v911 Status is:
Call How. Option 1 Sales	PASS - Enhanced 911
	Update >
Call Flow Token Option 1 Option 2	
Update Delete Call Flow	Change Accounts
	4702060743, Administration Guide 💙
	Timezone

STEP 13: Click in the "Call Flow Token" drop-down and select "Place call to VoIP Phone".

Can rows Auto Automania Francoroups fine of Day Renote FDA	v911 Status
Owner: - Administration Guide	v911 Status is:
Call Flow: Option 1 Sales	
Active: Inactive -	PASS - Enhanced 911
	Update >
Add Call Flow Token Option 1 Option 2	
NONE	Change Accounts
Play Voice File DW	
Place call to PSTN number	4702060743 Administration Guide
Place call to HUNT GROUP	
Place call to AUTO ATTENDANT	1.2
Send call to VOICE MAIL	
HANG UP call	Timezone
Place call to INTERNAL number	
Place cal to INTERNAL number Time of Day Wapper Place cal to REMOTE PRX	Timezone setting is
Place call to INTERNAL number Time of Day Wrapper Place call to REMOTE PBX Night Mode CALL FLOW	Timezone setting is
Place call to INTERNAL number Time of Day Wrapper Place call to REMOTE PBX Night Mode CALL FLOW Place call to QUEUE	Timezone setting is

STEP 14: Click in the "Option 1" drop-down and select the specific line or number that you want to ring.

Owner: - Administration Guide Call Flow: Option 1 Sales Active: Inactive v	v911 Status is: PASS - Enhanced 911
Add Call Flow Token Option 1 Option 2 Place call to VoIP Phone Free Call Flow Delete Call Flow	Update > Change Accounts 4702060743, Administration Guide Y
	Timezone

STEP 15: Click in the "Option 2" drop-down and select the number of rings for this line.

	Owner: - Administration Guide Call Flow: Option 1 Sales	v911 Status is:
	Active: Inactive 🗸	PASS - Enhanced 911
		Update >
Add Call	Flow Token Option 1 Option 2	· · · · · · · · · · · · · · · · · · ·
✓ Plac	e call to VolP Phone G783032754-Sales Dep S 5 1	Change Accounts
	3 4	4702060743, Administration Guide 🗸
	5 6	
		Timezone

STEP 16: Click the "Update" button to save your changes.

Owner: - Administration Guide	v911 Status is:
Active: Inactive V	PASS - Enhanced 911
	Update >
Add     Call Flow Token     Option 1     Option 2       Image: Place call to VolP Phone     6783032754-Sales Dep     5       Image: Update     Delete Call Flow	Change Accounts
	4702060743, Administration Guide 👻
	Timezone

### STEP 17: Click in the "Add" box to add an additional step.

NOTE: Adding additional steps allow you to send callers to voicemail, numbers, or users if there is no answer or busy during the first step.

Owner: - Administration Guide Call Flow: Option 1 Sales	v911 Status is:
Active: Inactive 🗠	PASS - Enhanced 911
Del Call Flow Token     Option 1       Place call to VoIP Phone     6783032754-Sales Dep	Option 2
Add Call Flow Token Option 1 Option 2	Timezone
	Timezone setting is
update Delete dan How	(GMT-05:00) Eastern Time (US & Ca
	Respect Daylight Savings:
$\backslash$	Yes
	Softphone
	Install a softphone

STEP 18: Click in the "Call Flow Token" drop-down and select "Send call to VOICE MAIL".

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ung is
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Saving
or et

STEP 19: Click in the "Option 1" drop-down and select your desired option.



STEP 20: Click in the "Option 2" drop-down and select your desired option.

File Edit View History Bookmarks Iools Help		-	٥	×
C Dashboard × +				
(←) → C <sup>4</sup> ŵ (① ▲ https://dashboard.daritytel.com:10443/callflows.php	⊠ ☆	± 1	1	Ш
🧕 Getting Started 🔚 Clarity Crystal Ball 🧉 RT at a glance 🕼 Bandwidth Dashboard 🧉 #131904: New Signed 🗏 WCNN   680 The Fan   🖬 TeleDynamics   Check ≬	🎗 92-9 The Game on Ra 🍸 Device ma	inagement	p	»
				^
Call Flows Auto Attendants Hunt Groups Time of Day Remole PBX	v911 Status	I		
Call Flow: Option 1 Sales	v911 Status is:			
Active: Inactive V				
Del Call Flow Token     Option 1     Option 2       Place call to VolP Phone     6783032754-Sales Dep     5	Update >			
Add     Call Flow Token     Option 1     Option 2     Ch       Image: Send call to VOICE MAIL     Image: Send call	ange Accounts			
Update Delete Call Flow	743, Administration Guide 👻			
	Timezone			
	imezone setting is			
(GMT-05:	00) Eastern Time (US & Ca			~

### STEP 21: Click the "Update" button to save your changes.

NOTE: Repeat Steps 8 - 21 to add additional options to the Auto Attendant.

Call Flows	Auto Attendants	Hunt Groups Time	e of Day Ren	note PBX	 v911 Status
	Owner	- Administration Guide			v911 Status is:
	Call Flow Active	Coption 1 Sales			
Del Call Flow	v Token I to VolP Phone	Option 1	<b>10</b>	Option 2	Update >
Add Call Flo	ow Token	Option 1	alas Das	Option 2	Change Accounts
		date Delete Call Flow		Piay grt⊻	4702060743, Administration Guide 💙
					Timezone
					Timezone setting is
					(GMT-05:00) Eastern Time (US & Ca 🗸

STEP 22: Click "Auto Attendants" as shown below.

Dashboard	Profile <del>-</del>	Messages	Faxes <del>-</del>	Broadcast <del>-</del>	Calls <del>-</del>
Call Flow	v				
Call Flows Auto Attend	ants Hunt Groups	Time of Day Remote PBX		v911 Sta	atus
Owner: Call Flow. Active:	- Administration Guide Option 1 Sales			v911 Statu PASS - Enha	is is: nced 911
Del Call Flow Token	Option 1 6783032754-Sales Dep	Option 2		Update	>



STEP 24: Click in the "Auto Attendant" field and type in a name for your Auto Attendant.



# STEP 25: Click in the "Number of Digits in Extension" field and type in the number of digits caller will enter for the Auto Attendant options.

NOTE: Please enter 1 - 4 digits. If your extensions 101, 102, 103, etc. then enter 3. If your extension are 1, 2, 3, etc. then enter 1.



### STEP 26: Click in the "Greeting" drop-down and select the

### greeting that will play for your Auto Attendant.

NOTE: The greeting must be previously recorded in order to appear in this drop-down menu. To record your Auto Attendant greeting log into your voicemail. Press 7 for maintenance, 1 for record greetings, and 1 to record your Main greeting.



# STEP 27: Click in the "Add".

	Vorrotatus
Auto Attendant: Company Directory	v911 Status is:
Number of Digits in Extension: 1 Greeting: NO FILE V	PASS - Enhanced 911
Add New Entry	Update >
Add Key Trigger Option 1	
	Change Accounts
Update Delete Auto Attendant	4702060743, Administration Guide
	Timezone
	Timozono sottina is

STEP 28: Click in the "Key" box and type in the extension number for this option.

Call Flows Auto Attendants Hunt Groups Time of Day Remote PBX	v911 Status
Auto Attendant: Company Directory	v911 Status is:
Number of Digits in Extension: 1 Greeting: NO FILE	PASS - Enhanced 911
Add New Entry	Update >
Add Key Trigger Option 1	
	Change Accounts
Update Delete Auto Attendant	4702060743, Administration Guide 💙
	Timezone
	-

STEP 29: Click in the "Trigger" drop-down and select "Place call to CALL FLOW".

Call Flows Auto Attendants Hunt G	roups Time of Day Remote PBX	v911 Status
Auto Attendant: Company Dire	tory	v911 Status is:
Number of Digits in Extension: 1		
Greeting: NO FILE		PASS - Enhanced 911
Add New Entry		Update >
Add Key Trigger	Option 1	· · · · · · · · · · · · · · · · · · ·
		Change Accounts
NONE Play Voice File		Change Accounte
Place call to VoIP Phone		4702060742 Administration Cuide N
Place call to PSTN number Place call to CALL FLOW		
Place call to HUNT GROUP		
Place call to AUTO ATTENDANT Send call to VOICE MAIL		Timezone
HANG UP call		
Place call to INTERNAL number Time of Day Wrapper		Timezone setting is
Place call to REMOTE PBX		
Night Mode CALL FLOW		(GMT-05:00) Eastern Time (US & Ca 🗙

STEP 30: Click in the "Option 1" drop-down and select the desired Call Flow.

Call Flows Auto Attendants Hunt Groups Time of Day Remote PBX	v911 Status
Auto Attendant: Company Directory	v911 Status is:
Number of Digits in Extension: 1 Greeting: NO FILE	PASS - Enhanced 911
Add New Entry	Update >
Add     Key     Trigger       Image: Comparison of the state of t	Change Accounts
Default Option 1 Sales	4702060743, Administration Guide
<b>*</b>	Timezone
$\backslash$	Timezone setting is
N	(GMT-05:00) Eastern Time (US & Ca 🛩

STEP 31: Click the "Update" button to add this option to the Auto Attendant.

Call Flows Auto Autolatits Fruit Groups Time of Day Remote PBA	v911 Status
Auto Attendant: Company Directory	v911 Status is:
Number of Digits in Extension: 1 Greeting: NO FILE V	PASS - Enhanced 911
Add New Entry	Update >
Add     Key     Trigger     Option 1       Image: Image	Change Accounts
	4702060743, Administration Guide
	Timezone
	TITICZOTIC
	Timezone setting is

### STEP 32: Click the "Call Flows" link as shown below.

Auto Attendants Hunt Groups Time of Day Remote PBX v911 Status	Call Fryss       Auto Attendants       Hunt Groups       Time of Day       Remote PBX       v911 Status         Call Fryss       Auto Attendants       Hunt Groups       Time of Day       Remote PBX       v911 Status         Auto Attendant:       Company Directory       v911 Status is:       v911 Status is:         Greeting:       No FILE        PASS - Enhanced 911	Dashboard	Profile <del>+</del>	Messages	Faxes▼	Broadcast <del>-</del>	Calls <del>-</del>
Call Fryss Auto Attendants Hunt Groups Time of Day Remote PBX v911 Status	Call Frees       Auto Attendants       Hunt Groups       Time of Day       Remote PBX       V911 Status         Auto Attendant:       Company Directory       v911 Status is:       v911 Status is:         Imber of Digits in Extension:       1       PASS - Enhanced 911	Auto Att	endant				
	Auto Attendant: Company Directory v911 Status is: Jumber of Digits in Extension: 1 Greeting: NO FILE	Call Fows Auto Atter	ndants Hunt Groups T	me of Day Remote PBX		v911 Sta	itus

STEP 33: Click the "Company Directory" call flow that you created.



STEP 34: Click in the "Active" drop-down and select "Active".

Call	Flow	
Call Flows	Auto Attendants Hunt Groups Time of Day Remote PBX	v911 Status
	Owner: - Administration Guide	v911 Status is:
Del Call Flow	Token Option 1 Directory Option 2 o AUTO ATTENDANT Company Directory Contact of the second se	PASS - Enhanced 911
		Change Accounts
	Update Delete Call Flow	4702060743, Administration Guide 👻
		Timezone

STEP 35: Click the "Update" button to activate your Auto Attendant.

Call Fl	ow		
Call Flows Auto	Attendants Hunt Groups Tin	e of Day Remote PBX	v911 Status
	Owner: - Administration Guide		v911 Status is:
	Active: Active		PASS - Enhanced 911
Del Call Flow Token	Option 1 OATTENDANT Company Directory	Option 2	Update >
1	Update Delete Call Flow		 Change Accounts
			4702060743, Administration Guide
			Timezone

For additional assistance please call Clarity Support at 866-399-8647 or email support@claritytel.com.