

Understanding the IPO Partner 6.1 Auto Attendant 1

You should change the Morning, Afternoon and Evening Greeting Times if they are not correct for your application.

Be sure that they are continuous times!

Ex. of Continuous Times: 7:00 AM to 11:59 AM then 12:00 PM to 5:00 PM then 5:01 PM to 11:59 PM

Morning	7:00 AM to 11:59 AM	
Afternoon	12:00 PM to 5:00 PM	Note that there are no “Gaps” between the times.
Evening	5:01 PM to 11:59 PM	See the Good Example / Bad Example below

If they are not continuous times, the “Out of office hours” greeting will be played during any gaps...
If you don’t have an “Out of office hours” greeting recorded, then the caller will hear “Dead Air” and the caller will be ultimately sent to the Operator (Ext 10)

If the “Configure Profiles” “Profile” box is checked for Morning, Afternoon or Evening Profile, the corresponding “Greeting Prompt” will be played during its “Greeting Time”.

If the “Configure Profiles” “Profile” box is NOT checked for Morning, Afternoon or Evening Profile, the corresponding “Greeting Prompt” will NOT be played during its “Greeting Time” and the “Out of hours” prompt will be played INSTEAD, if, in fact, the “Out of hours” prompt was recorded.
If the “Out of office hours” greeting was not recorded, then the caller will hear “Dead Air”

After the above actions, the Auto Attendant will play any “Action Prompts” that were recorded.
Remember, “Action Prompts” = Selector Code Prompts

Configure Profiles

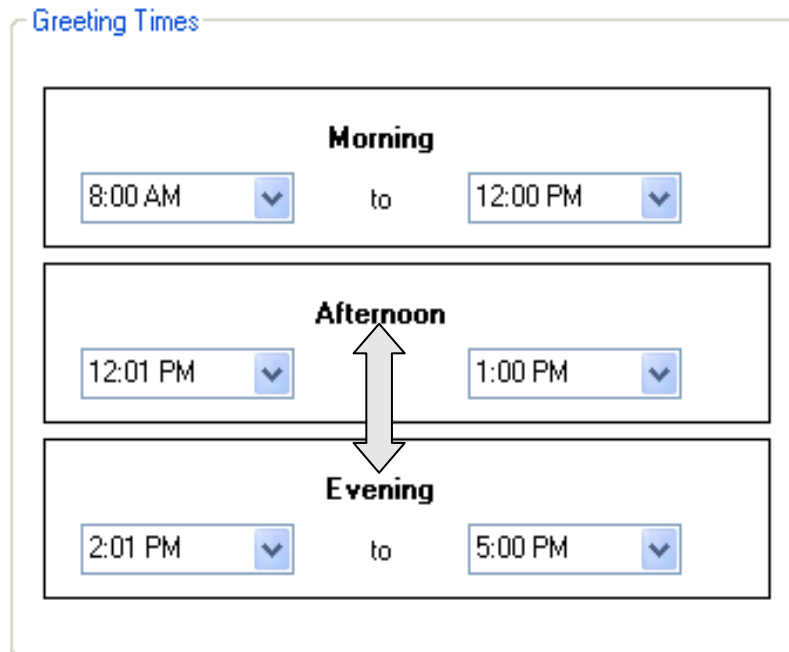
	Profile	Record greeting	Alarm Extension
Morning	<input type="checkbox"/>	7811	
Afternoon	<input type="checkbox"/>	7821	
Evening	<input type="checkbox"/>	7831	
Out of office hours		7851	
Menu options		7841	

These are “Greeting Prompts”
NOT
“Action Prompts”

This is really the “Morning Action Menu”

If any Profile Box is Unchecked, the Auto Attendant will play the “Out of office” prompt in its place.

Understanding the IPO Partner 6.1 Auto Attendant 2



Here is an example where the **“Out of hours”** greeting will be played between **1:01 PM and 2:01 PM** because the time from Afternoon and Evening is not continuous.

Understanding the IPO Partner 6.1 Auto Attendant 3

Greeting Times

Morning

8:00 AM to 12:00 PM

Afternoon

12:01 PM to 1:00 PM

Evening

1:01 PM to 5:00 PM

Here is an example where the “Out of hours” greeting will played between 5:01 PM and 8:00 AM because the time from Evening to Morning is not continuous.
This above is also an example of “Automatic or Scheduled Out of Hours Service”.

Good Example

Greeting Times

Morning

12:00 AM to 11:59 AM

Afternoon

12:00 PM to 5:59 PM

Evening

6:00 PM to 11:59 PM

**You can not go beyond 11:59 PM.
If you do, the Out Of Hours Greeting
will be played instead of the Evening Greeting.**

Bad Example

Greeting Times

Morning

7:00 AM to 11:59 AM

Afternoon

12:00 PM to 5:59 PM

Evening

6:00 PM to 6:59 AM

**This is wrong.
It should be 11:59 PM max...**

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Setup Auto Attendant Actions

Type

☒ Morning ☐ Afternoon ☐ Evening ☐ Out of Hours

Key	Action	Destination
0	No Action	
1	Transfer to Number	11::Bill Hayhurst
2	Dial by Name	
3	Replay Greeting	
4	Transfer To Emergency Greeting	

Copy Morning selector codes to all menus

Click this to make the Selector Codes for all “Types” the same...

“TYPE”

Configure Profiles

Name Partner Auto Attendant 1

Maximum Inactivity 8 Menu Prompt → Each menu uses its own

Action Menu Prompt

Choose this and the “Action Prompt” for EACH “Type” will be played. Make sure that you have recorded the “Action Prompt”

Configure Profiles

Name Partner Auto Attendant 1

Maximum Inactivity 8 Menu Prompt → Use Morning menu prom

Action Menu Prompt

Choose this and only the Morning “Action Prompt” will be played.

Understanding the IPO Partner 6.1 Auto Attendant 5

“Action Prompts” that are used with the Auto Attendant “Types”

AKA: Morning, Afternoon, Evening and Out of Hours


“Action Prompts” = Selector Code Prompts

Auto Attendant									
Greeting Prompts	1	2	3	4	5	6	7	8	9
Morning Greeting	7811	7812	7813	7814	7815	7816	7817	7818	7819
Afternoon Greeting	7821	7822	7823	7824	7825	7826	7827	7828	7829
Evening Greeting	7831	7832	7833	7834	7835	7836	7837	7838	7839
Out of Hours Greeting	7851	7852	7853	7854	7855	7856	7857	7858	7859
Emergency Greeting	7861	7862	7863	7864	7865	7866	7867	7868	7869
Action Prompts									
Morning Menu	7841	7842	7843	7844	7845	7846	7847	7848	7849
Afternoon Menu	7871	7872	7873	7874	7875	7876	7877	7878	7879
Evening Menu	7881	7882	7883	7884	7885	7886	7887	7888	7889
Out of Hours Menu	7891	7892	7893	7894	7895	7896	7897	7898	7899
Auto Attendant Access	7801	7802	7803	7804	7805	7806	7807	7808	7809

Flow Example



Auto Attendant Auto Attendant 1  Using Auto Attendant 1

Morning
8:00 AM  to 11:59 AM  During this time period

Morning  7811 Record the Greeting here
7811
Example Greeting:
“Good morning and thanks for calling our company”

Menu Prompt

Each menu uses its own  If this is selected
Then

Setup Auto Attendant Actions
Type
 Morning  Afternoon  Evening  Out of Hours

**The Morning Action Prompt 7841
will be played ONLY between 8:00AM and 11:59AM**

No DTMF Input delay in seconds
Then sends caller to Extension 10

When in Night Service, use
“Out of Office Hours Greeting” and
“Out of Hours” Action Menu

Configure Profiles

NameAuto Attendant 1

Maximum Inactivity8

Menu PromptEach menu uses its own

Dial By Direct Number☒

Follow Night Service☒

Dial By Name Match OrderFirst then Last

LanguageEnglish (US)

Keep these checked

Profile	Record greeting	Alarm Extension
Morning <input checked="" type="checkbox"/>	7811	
Afternoon <input checked="" type="checkbox"/>	7821	
Evening <input checked="" type="checkbox"/>	7831	
Out of office hours	7851	
Menu options	7871	
Emergency Greeting <input checked="" type="checkbox"/>	7861	10::Oper

This... Controls These...

Setup Auto Attendant Actions

Type

☒ Morning☐ Afternoon☐ Evening☐ Out of Hours

Four “Action Menus”

	Key	Action	Destination
▶	0	Transfer to Number	10::Oper
	1	Dial by Number	
	2	Dial by Number	
	3	Dial by Number	
	4	Dial by Number	

LOOK

I suggest that you CHECK all three Profiles even if you don't have a Greeting recorded.

I have also discovered that if you do record a Greeting, there is no way to turn it off.

You can only re-record over it.....

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If you want to use Single Digit “Key” (Selector Codes) 1 through 5 and also allow Direct Extension Dialing (Ext 10 – 57) then here is what you can do.

You can use different Auto Attendants and “Key” (Selector Codes) if you want to.

Create Auto Attendant 9

In Auto Attendant 1, program the Key Code * (STAR) to go to Auto Attendant 9
In the Greeting for AA1, add this statement: “If you know your party's extension, press STAR now”

Setup Auto Attendant Actions

This is Auto Attendant 1

Type

☒ Morning ☐ Afternoon ☐ Evening ☐ Out of Hours

	Key	Action	Destination
	8	No Action	
	9	No Action	
▶	*	Transfer to Auto Attendant	Auto Attendant 9
	#	No Action	
	Fax	No Action	

Copy Morning selector codes to all menus

In Auto Attendant 9, program like this:
Key Code 0 to go to Extension 10 (Operator)
Key Code * (STAR) to go to Auto Attendant 1
All other Key Codes go to Dial by Number
Check the “Dial by Direct Number” box
Set the “Menu Prompt” to “Use Morning Menu Prompt”
Record a Greeting in AA 9 (7849) that says:
“Please dial your party’s extension number now or press STAR to return to the main menu”

Setup Auto Attendant Actions

This is Auto Attendant 9

Type

☒ Morning ☐ Afternoon ☐ Evening ☐ Out of Hours

	Key	Action	Destination
	8	No Action	
	9	No Action	
▶	*	Transfer to Auto Attendant	Auto Attendant 1
	#	No Action	
	Fax	No Action	

Copy Morning selector codes to all menus

Note:

There is a bug in the software that does not allow the Delay-Night feature to work.

When the system is placed in the Night Service, calls are answered immediately by the Auto attendant.

The Delay feature does not work.