TelQuest International
973-808-4588

Panasonic KX-NS700
Multiple Companies Use the Auto Attendant
Telquest Tech Support

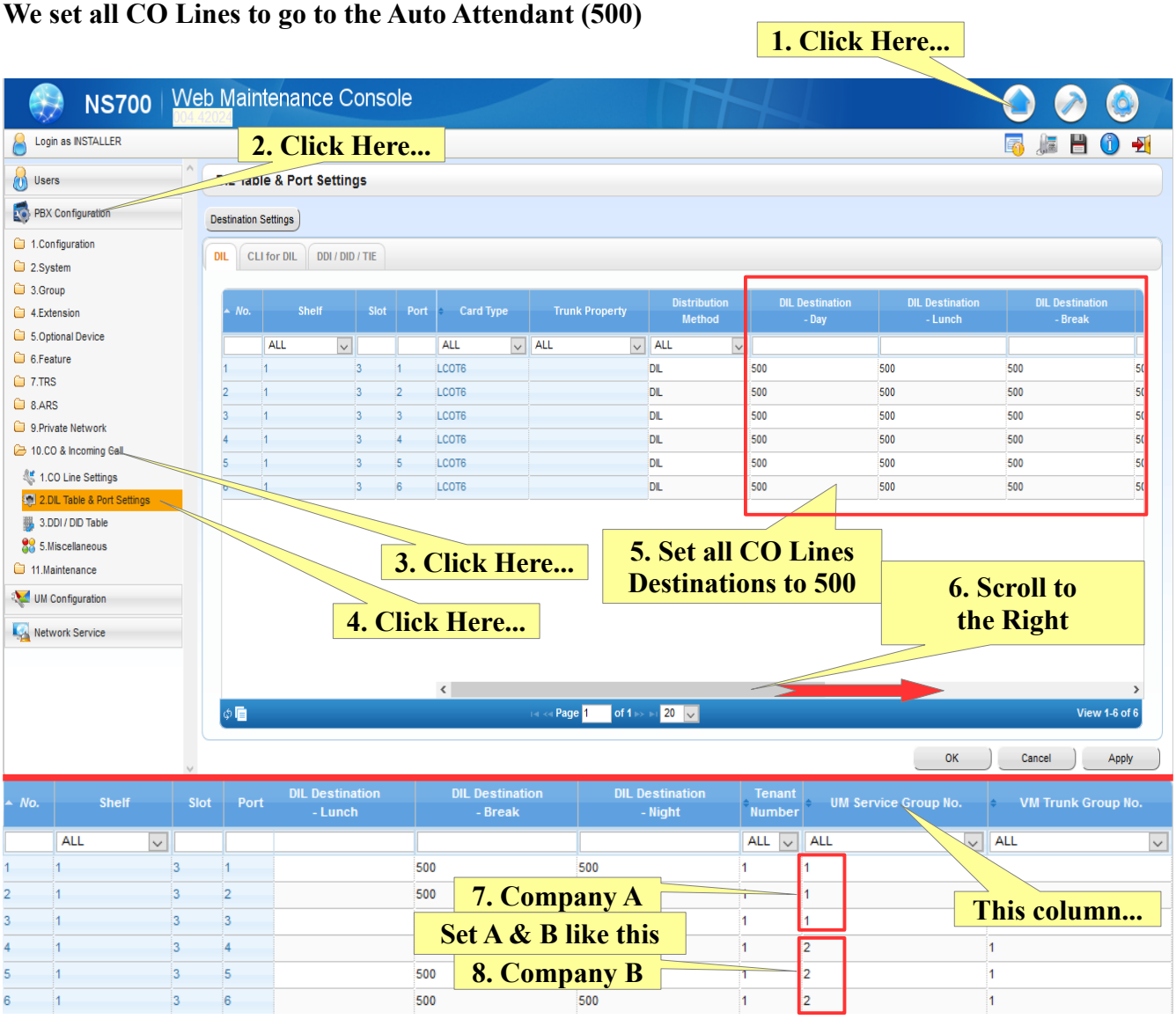
This Help Sheet explains how to have Multiple Companies use the Auto Attendant.

Each company can have its calls answered by the Auto Attendant with different Custom Service Menu.

This first example has all calls going <u>Directly/Immediately</u> to the Auto attendant.

Company A uses CO Lines 1, 2 & 3
Company B uses CO Lines 4, 5 & 6

We set all CO Lines to go to the Auto Attendant (500)

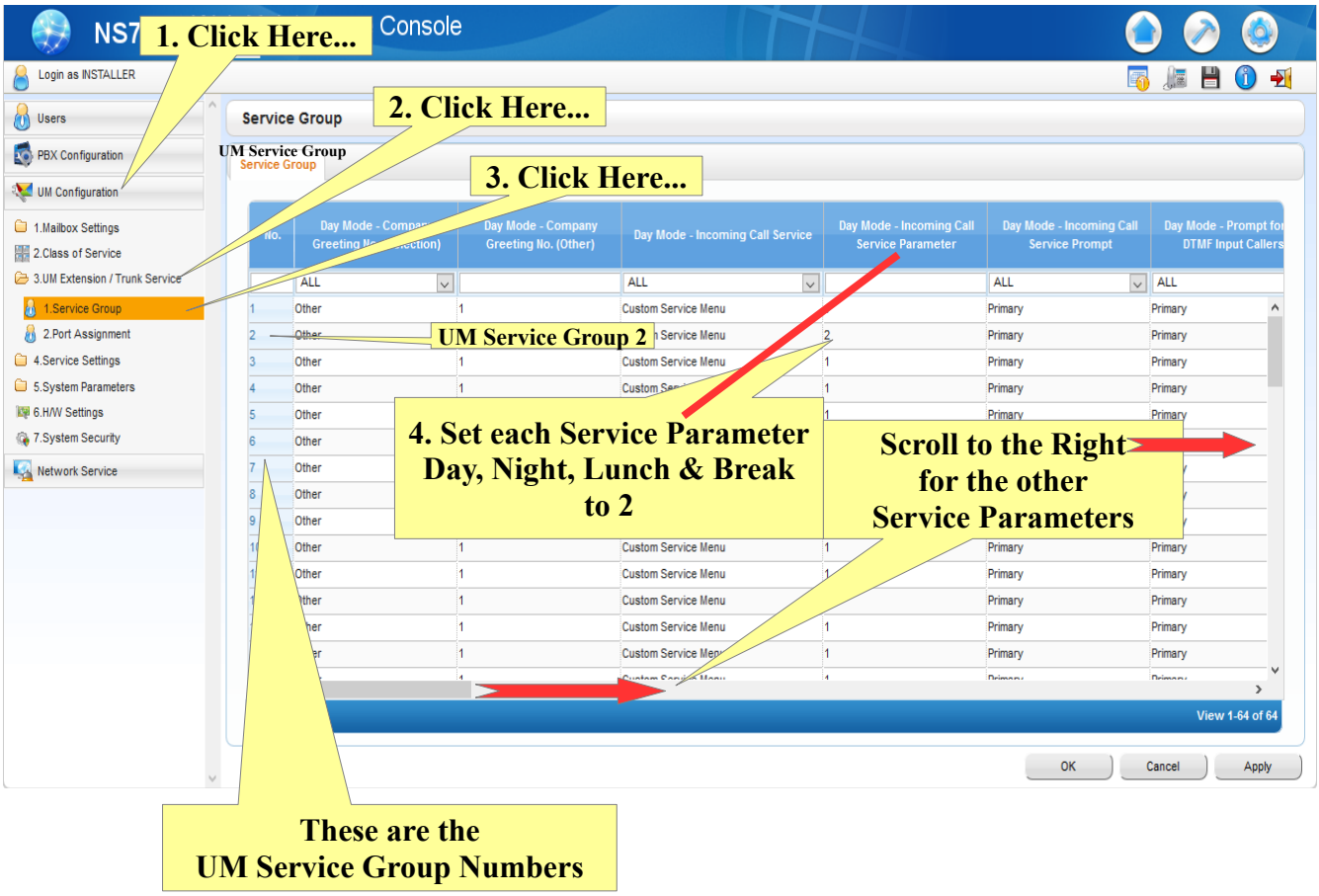


Page 2

Program the UCM Service Group

UCM Service Group Number 1 (Company A) is already set correctly by default.

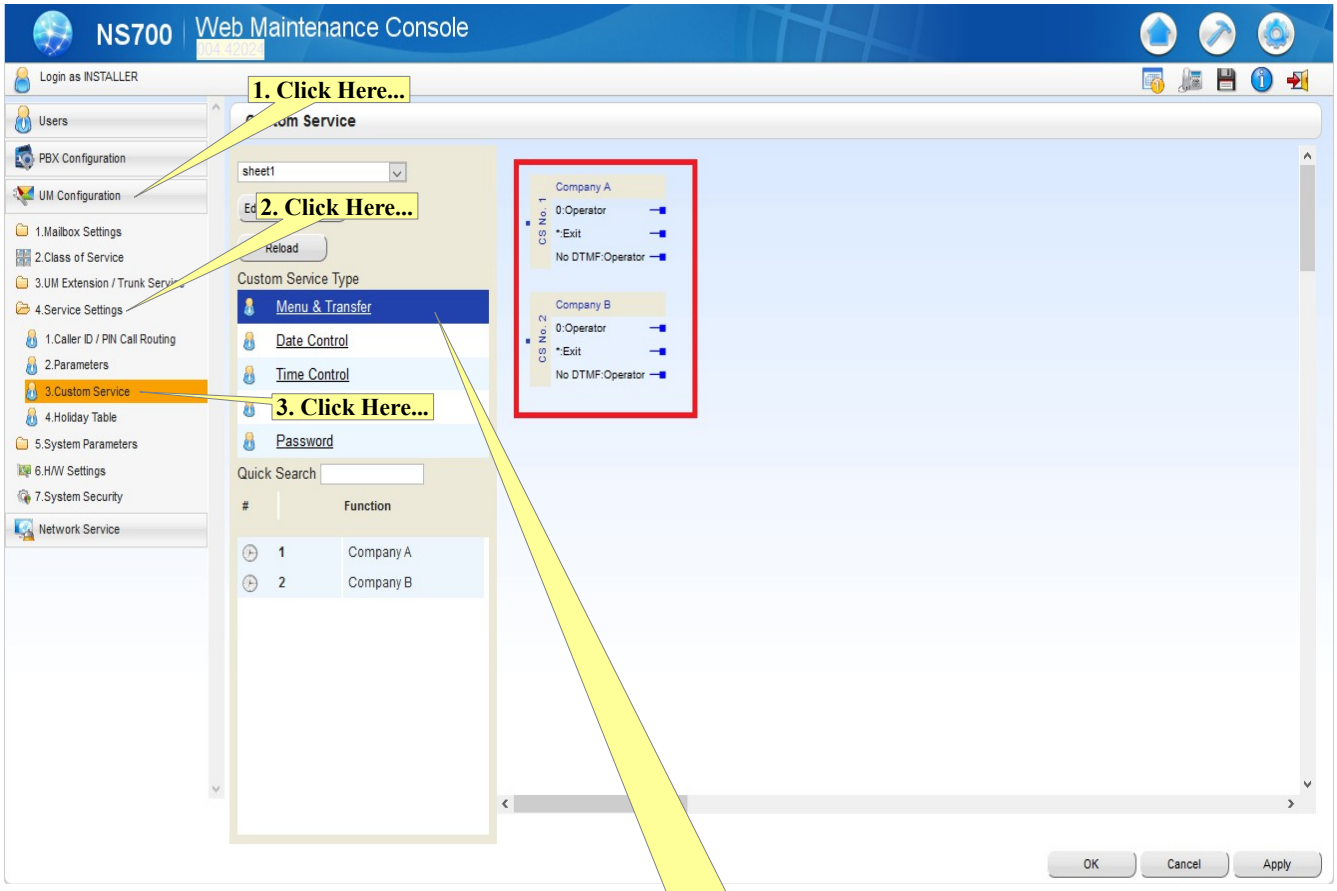
We will only need to program UCM Service Group Number 2 (Company B).



Page 3 **You must do this whether you are using Immediate or Delayed method.**

Create and Record Greetings for two Custom Service Menus.

Company A = Custom Service Menu 1
Company B = Custom Service Menu 2



This Help Sheet is not written to explain how to use the Custom Service Menus.

Quick lesson:

Click on and hold down the Left mouse button on Menu & Transfer

Drag it out to the right area and then release the mouse button.

This Help Sheet explains how to have Multiple Companies use the Auto Attendant.

Each company can have its calls answered by the Auto Attendant with different Custom Service Menu.

This second example has all calls <u>Delayed Ring</u> to the Auto attendant.

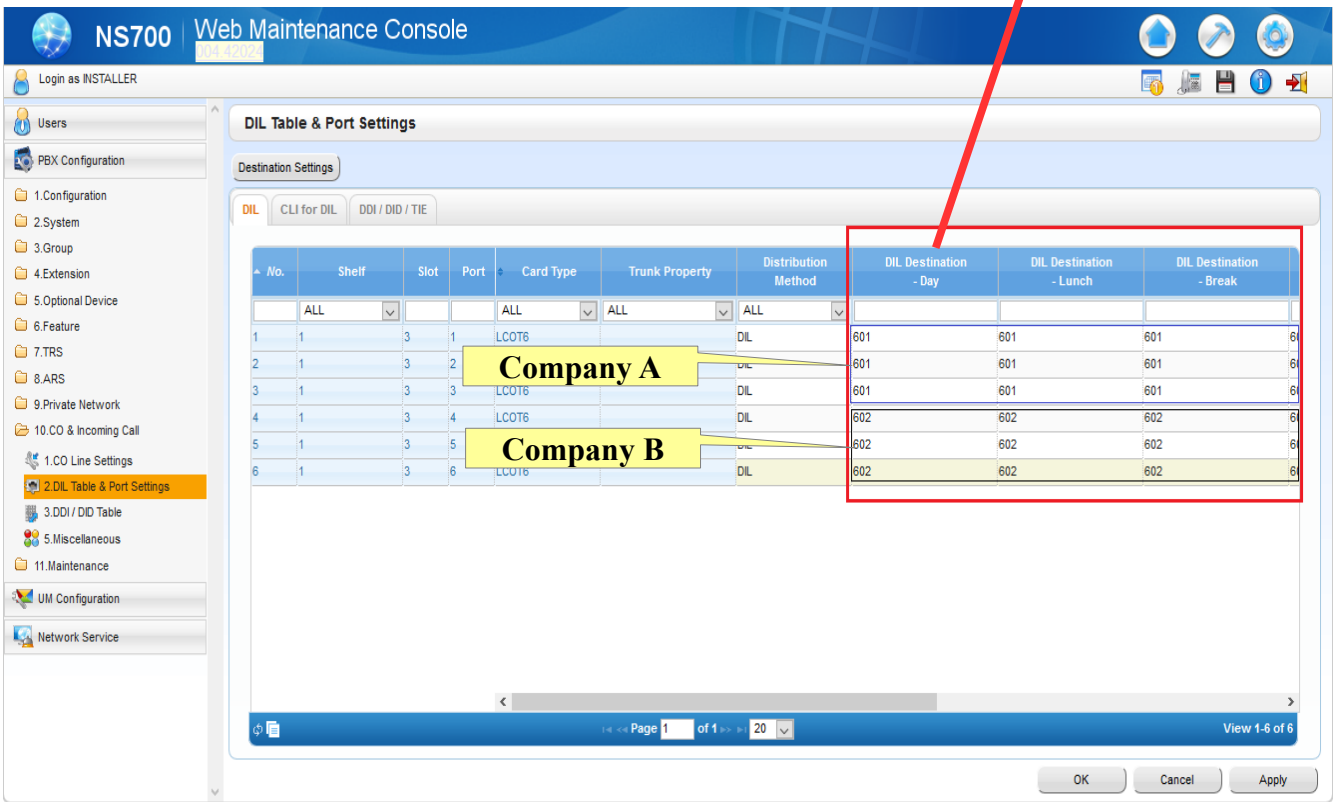
Calls will ring to programmed phones ,and if not answered after a period of time, will go to the Auto Attendant and play the correct Custom Service menu.

Company A uses CO Lines 1, 2 & 3
Company B uses CO Lines 4, 5 & 6

We use the same procedure as shown on Page 1, except that we use 601 and 602 as the Destinations.

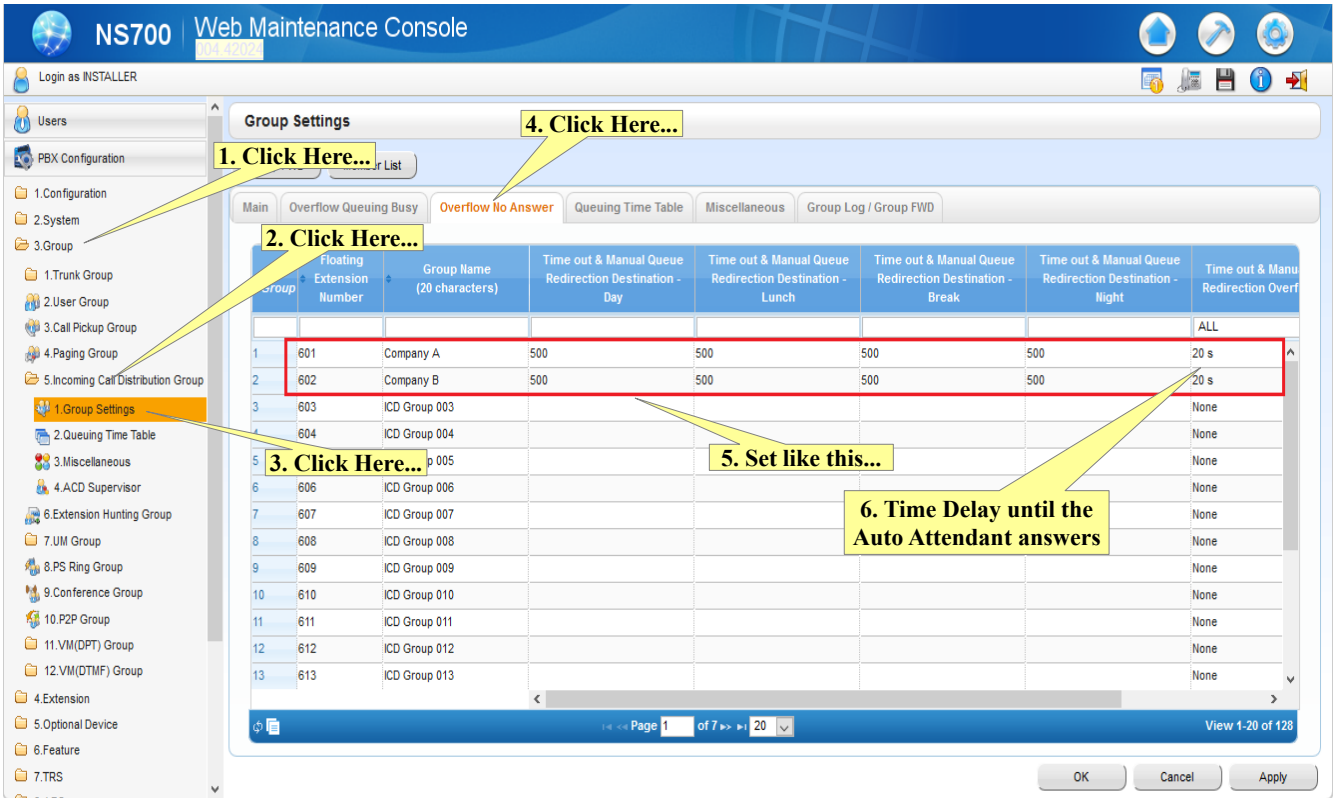
601 is ICDG 601
602 is ICDG 602

ICDG = Incoming Call Distribution Group

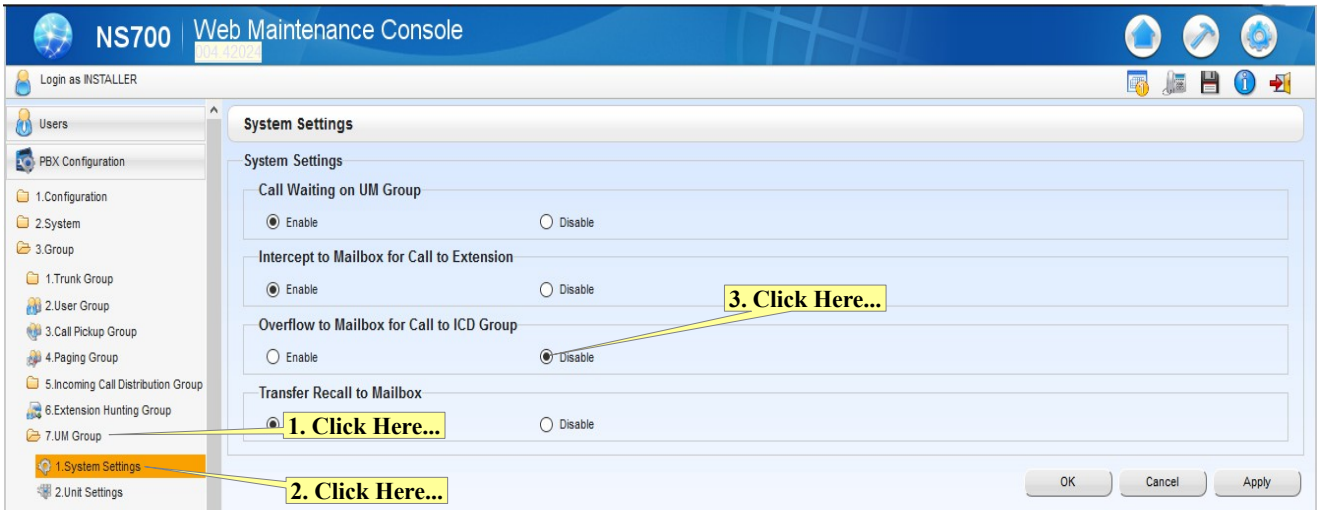


Set ICD 601 and ICD 602 to “Overflow No Answer” to the Auto Attendant

Note: This Help Sheet does not explain how to add members to an ICD Group.



Send the call to the Auto Attendant. (Not to the ICD Mailbox)



Testing

Call in to a number that is used by Company A.
You should get the greeting recorded in Custom Service Menu 1.

Call in to a number that is used by Company B.
You should get the greeting recorded in Custom Service Menu 2.

If you used the Directly/Immediately method, your call should be answered after 1 or possibly 2 rings.

If you used the Delayed Ring method, your call should be answered after the Time Delay value that you set on Page 5.

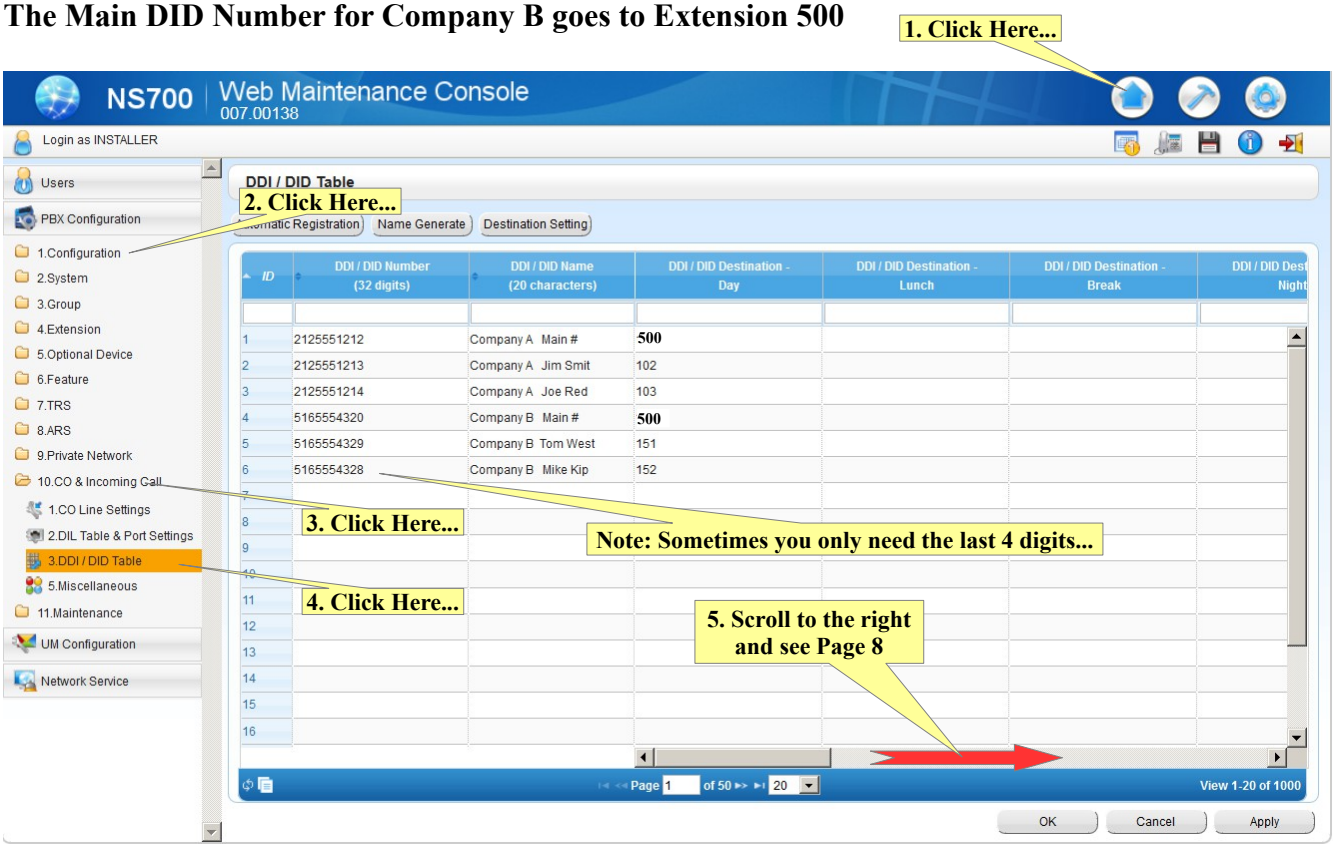
PRI Info

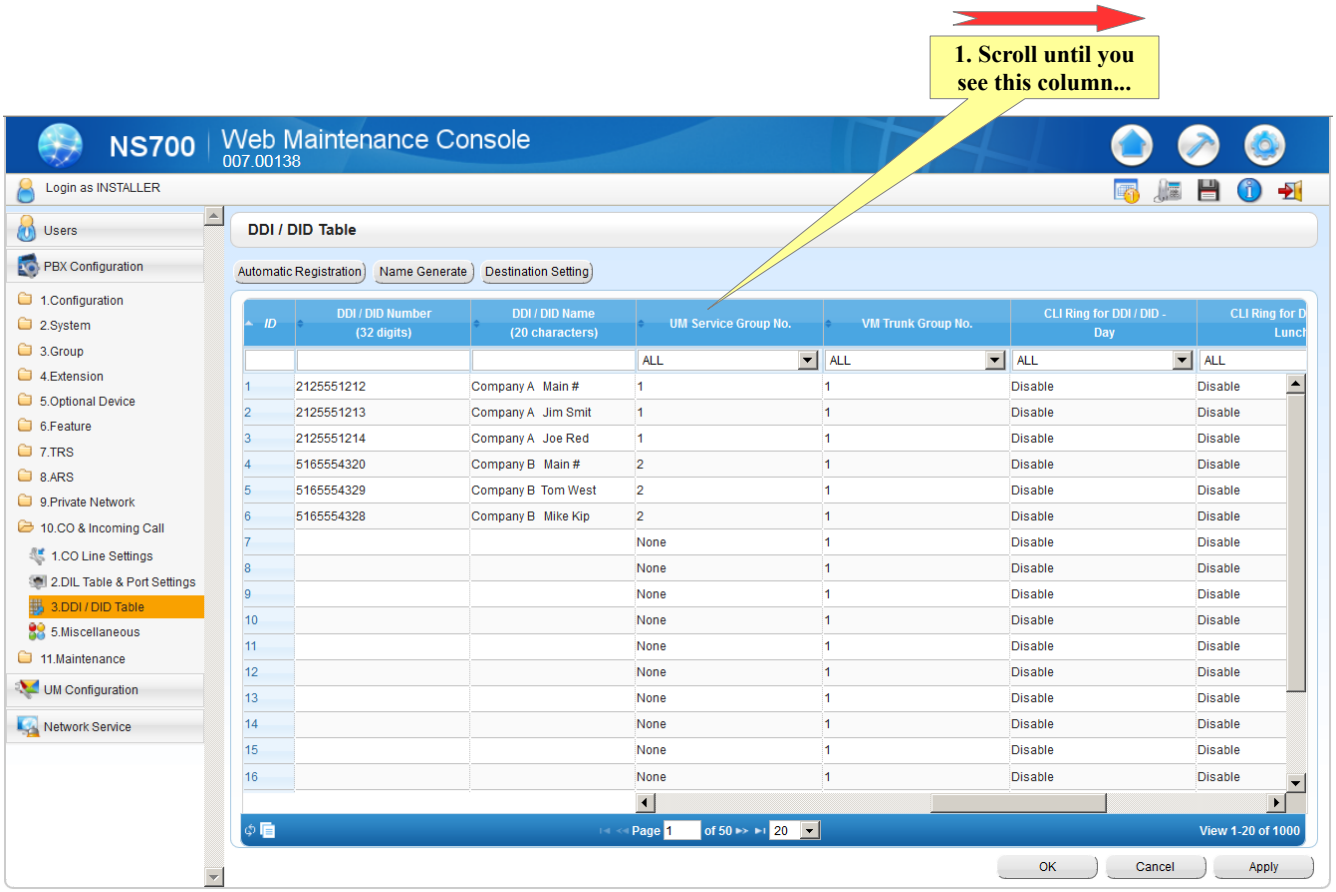
Info for using a PRI and you want multiple companies to go to different Auto Attendants.

In this example, I have 3 DID Numbers for Company A and 3 DID Numbers for Company B

The Main DID Number for Company A goes to Extension 500

The Main DID Number for Company B goes to Extension 500





Here you can see that all Company A DID Numbers are in UM Service Group 1
And you can see that all Company B DID Numbers are in UM Service Group 2

Even though the Main DID Number of each company goes to Extension 500 (the Auto Attendant) the UM Service Group No. is used to determine which Custom Service Menu will be used to answer the calls.

Page 2 explains how to set the UM Service Group No. to the Custom Service Menu that you want to use.