JT Cloud PBX

AUTO-ATTENDANT GREETINGS

and

ANNOUNCEMENTS

Guide

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Introduction

Welcome to the JT Auto-Attendant greeting and announcements recording user guide. This document will guide you through the process of recording and setting up new auto-attendant greetings and announcements. You will use a JT Cloud PBX enabled service and require access to the JT Cloud PBX customer management portal.

About JT Cloud PBX Auto-Attendant greetings and announcements

An auto-attendant (or automated attendant) is a term commonly used in telephony to describe a voice menu system that allows callers to be transferred to an extension or group of extensions without going through a telephone operator or receptionist. The auto-attendant is also known as a digital receptionist.
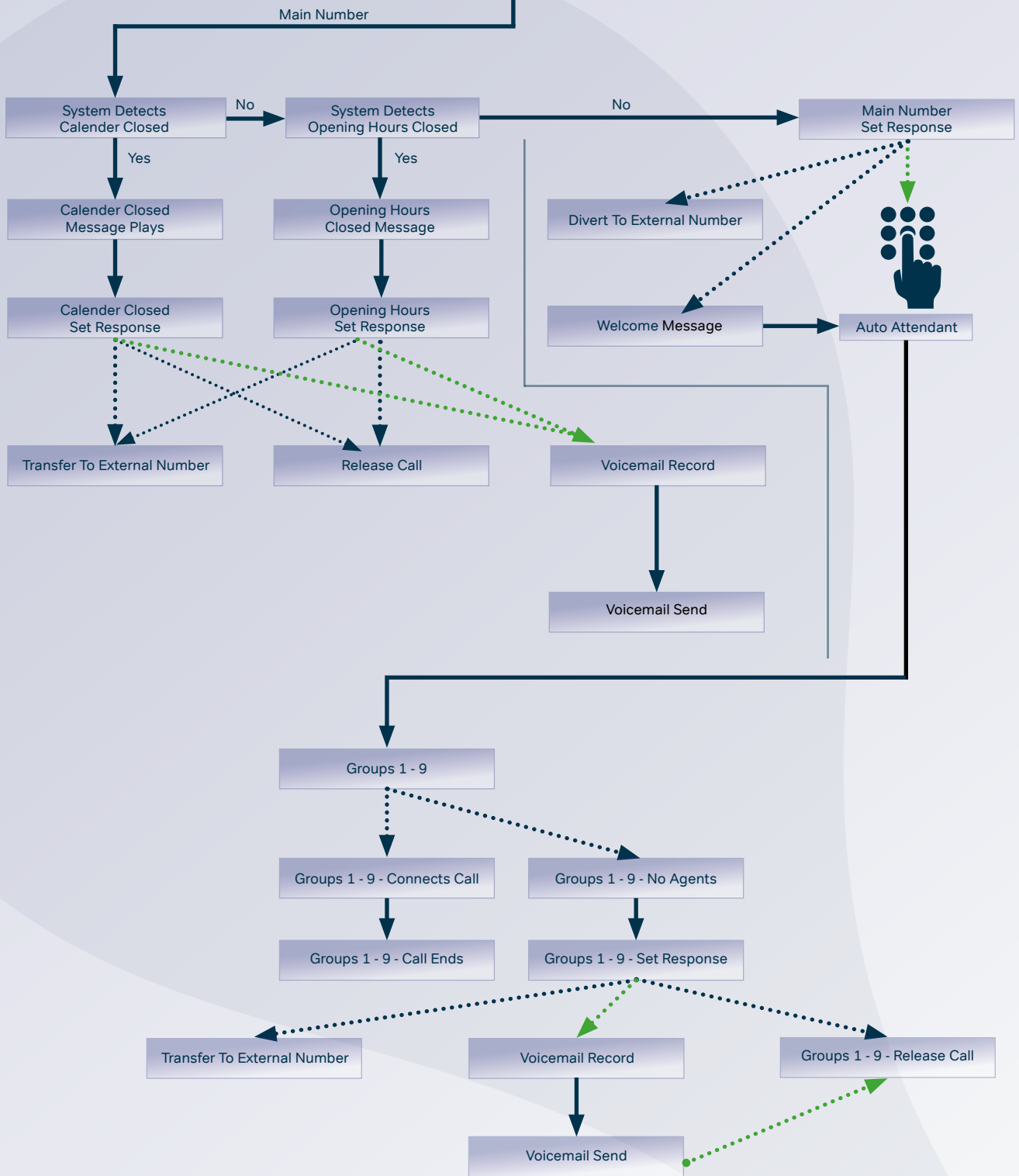
Incoming Call Routing Diagram

Key
- Main
- Optional
- Default

From An External Number
Dial The Main Number

Main Number

System Detects Calender Closed — No → System Detects Opening Hours Closed — No → Main Number Set Response

System Detects Calender Closed — Yes ↓
System Detects Opening Hours Closed — Yes ↓

Calender Closed Message Plays

Opening Hours Closed Message

Divert To External Number

Welcome Message → Auto Attendant

Calender Closed Set Response

Opening Hours Set Response

Transfer To External Number

Release Call

Voicemail Record

Voicemail Send

Groups 1 - 9

Groups 1 - 9 - Connects Call

Groups 1 - 9 - No Agents

Groups 1 - 9 - Call Ends

Groups 1 - 9 - Set Response

Transfer To External Number

Voicemail Record

Groups 1 - 9 - Release Call

Voicemail Send

User Configuration

- Go to: **www.jtglobal.com/CloudPBX-Portal** and log in

Organisation

HPBX01986

Username

alexprodev

Password

••••••••••

enter

- Once logged in, your PBX users will be listed

- Click the **Service Numbers** button at the top
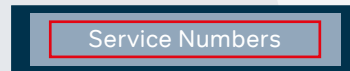
Service Numbers

- Next, click the **customer modules** button near the top

Customer Modules

- On the left, click **Dial in Record Numbers**

Dial In Record Numbers

- Enter the number for the user who will record the announcement, (DON'T include a "+" in-front of the number, this will be added by the system) then click **save**

Key

447797777751   save

- You can now close the customer portal, or repeat these steps to add additional users.

How to record new announcements

To listen to or create new voice recordings, you need to use a phone that you have added in the last step. Simply dial the main number from the phone (in this example case we dial 01534 486200).
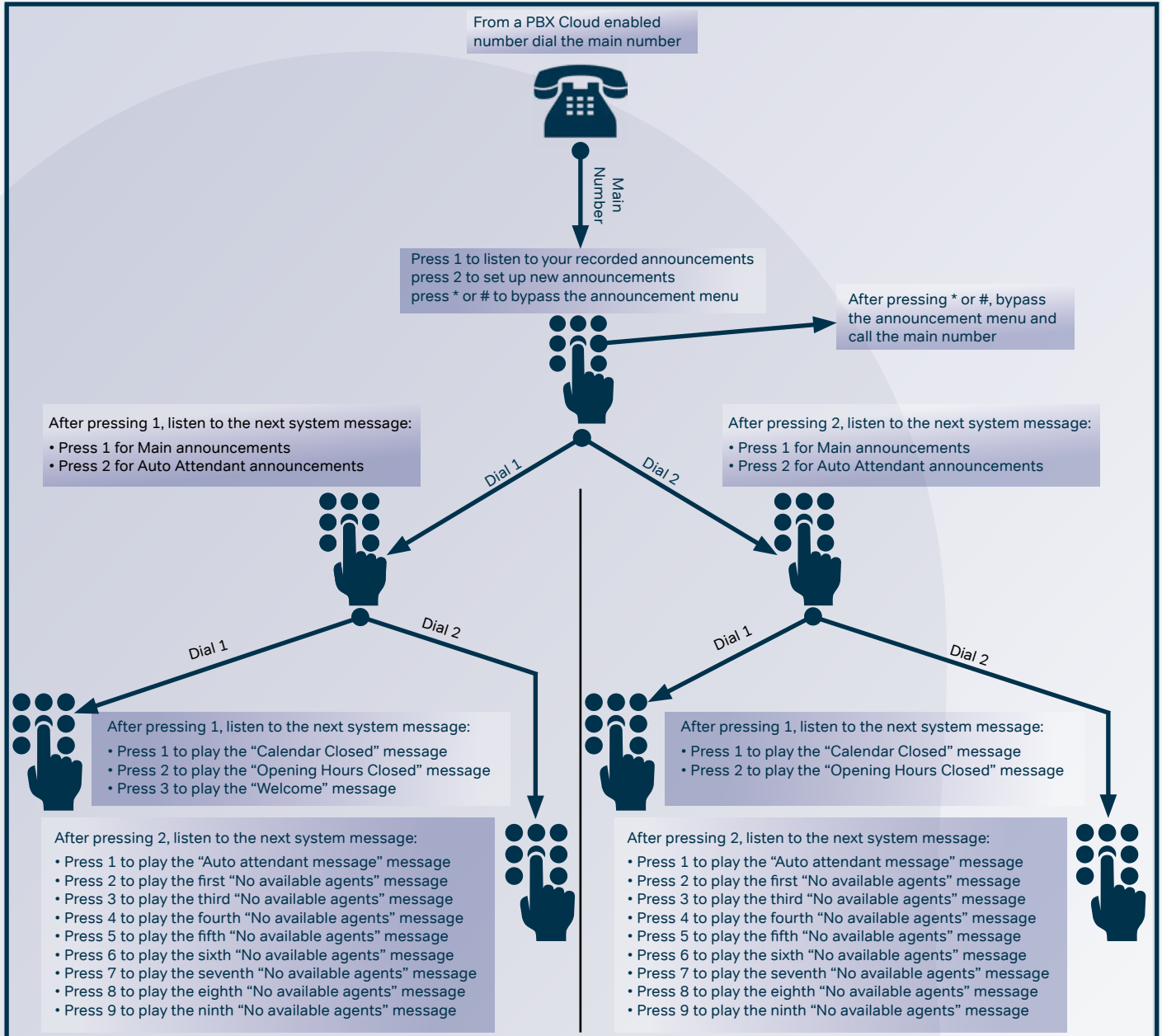
After dialling the number, you will be greeted by a pre-recorded message providing the following instructions:

- Press 1 to listen to a previously recorded announcement, or the default announcement.

  - Press * or # to **bypass** the announcement menu and call the main number

  - Press 1 for **Main Announcements**

    - Press 1 for **Calendar Closed**

    - Press 2 for **Opening Hours Closed**

    - Press 3 for **Welcome**

    - Press 4 for **No Agents**

  - Press 2 for **Auto Attendant Announcements**

    - Press 1 to 8 to play corresponding **"No available agents"** message

  - If you do not make a selection you will be disconnected

- Press 2 to record new announcement.

  - Press 1 for **Main Announcements**

    - Press 1 for **Calendar Closed**

    Record your announcement after the tone, press # to end

    - Press 2 for **Opening Hours Closed**

    Record your announcement after the tone, press # to end

    - Press 3 for **Welcome**

    Record your announcement after the tone, press # to end

    - Press 4 for **No Agents**

    Record your announcement after the tone, press # to end

  - Press 2 for **Auto Attendant Announcements**

    - Press 1 to 9 to record corresponding **"No available agents"** message

    - If you do not make a selection you will be disconnected

After you record your announcement you will be taken back to the "record a new announcement" menu.

Once you are happy with your recordings you can hang up. You can call the number again at any time to change or review the announcements.

From a PBX Cloud enabled
number dial the main number

Main Number

Press 1 to listen to your recorded announcements
press 2 to set up new announcements
press * or # to bypass the announcement menu

After pressing * or #, bypass
the announcement menu and
call the main number

After pressing 1, listen to the next system message:
• Press 1 for Main announcements
• Press 2 for Auto Attendant announcements

After pressing 2, listen to the next system message:
• Press 1 for Main announcements
• Press 2 for Auto Attendant announcements

Dial 1

Dial 2

Dial 1

Dial 2

Dial 1

Dial 2

After pressing 1, listen to the next system message:
• Press 1 to play the "Calendar Closed" message
• Press 2 to play the "Opening Hours Closed" message
• Press 3 to play the "Welcome" message

After pressing 1, listen to the next system message:
• Press 1 to play the "Calendar Closed" message
• Press 2 to play the "Opening Hours Closed" message

After pressing 2, listen to the next system message:
• Press 1 to play the "Auto attendant message" message
• Press 2 to play the first "No available agents" message
• Press 3 to play the third "No available agents" message
• Press 4 to play the fourth "No available agents" message
• Press 5 to play the fifth "No available agents" message
• Press 6 to play the sixth "No available agents" message
• Press 7 to play the seventh "No available agents" message
• Press 8 to play the eighth "No available agents" message
• Press 9 to play the ninth "No available agents" message

After pressing 2, listen to the next system message:
• Press 1 to play the "Auto attendant message" message
• Press 2 to play the first "No available agents" message
• Press 3 to play the third "No available agents" message
• Press 4 to play the fourth "No available agents" message
• Press 5 to play the fifth "No available agents" message
• Press 6 to play the sixth "No available agents" message
• Press 7 to play the seventh "No available agents" message
• Press 8 to play the eighth "No available agents" message
• Press 9 to play the ninth "No available agents" message

How to remove a user

To remove a user's ability to change the announcements follow the below steps. If you do not do this you will need to press * or # each time you wish to call the main number from this service.
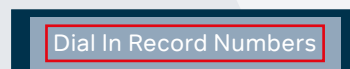
- From the end user list click **Service Numbers**

Service Numbers

- Next, click the **Customer Modules** button near the top

Customer Modules

- On the left, click **Dial in Record Numbers**

Dial In Record Numbers

- Click **delete** next to each number you wish to remove

Key		
447797777751	edit	delete
	save	

- You can then click **Users** to return to the list or close the customer portal

Users