

# RECORDING YOUR AUTO-ROUTER

24 HOUR  
DOC-ON-DEMAND  
SERVICE  
303-380-8080

**MULTI-LINK**  
Small Business Telecom & Computing

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An **Auto-Router** answers all calls to your office and routes callers to the dedicated telephone line of the appropriate person, department, or location. An Auto-Router can also transfer callers directly to a Multi-Link mailbox.

You may have a **Numeric** or **Dial by Name** Auto-Router. A **Numeric** Auto-Router simply asks your callers to enter a one or two-digit extension number to reach individuals, departments, locations, or mailboxes. To reach an individual's dedicated line or mailbox, a **Dial by Name** Auto-Router asks callers to enter either the first three letters of the person's first or last name. A **Numeric** Auto-Router is recommended when directing callers to specific departments or locations. The correct options are explained to your callers in your Auto-Router greeting.

The **Dial by Name** Auto-Router is much more convenient since you do not have to re-record it if you add extensions in the future.

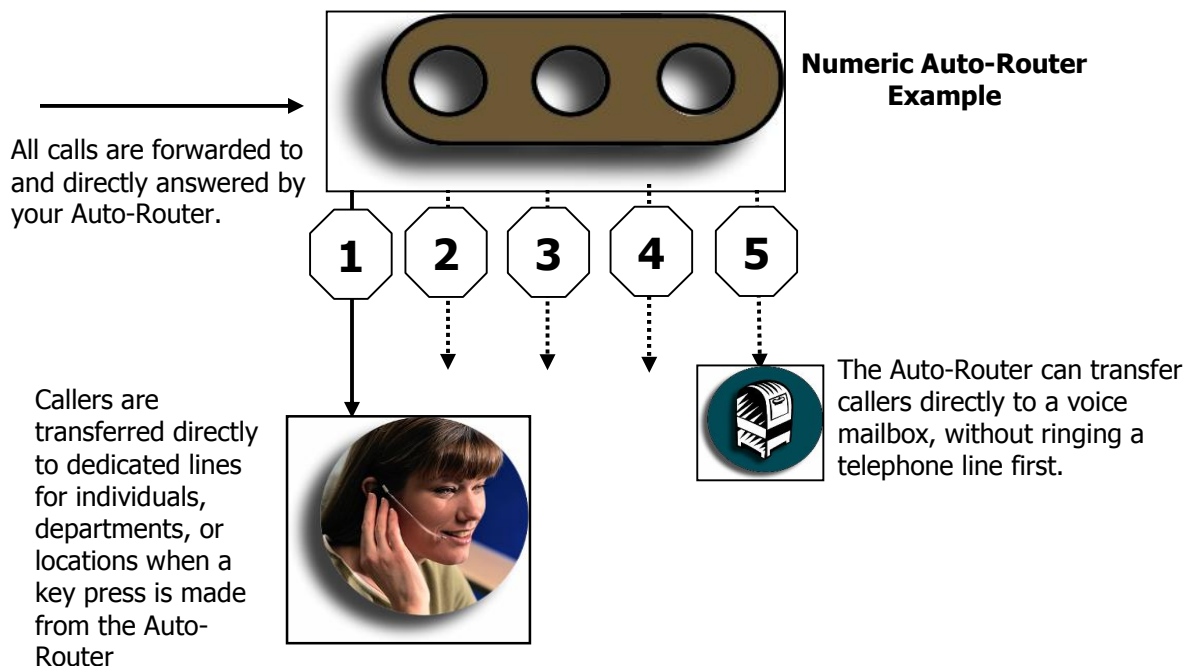
## Numeric Example

OR

## Dial by Name Example

Good morning, thank you for calling the Entertainment Factory. In order to direct your call, please listen to the following options. To reach our Sales department, please press **1**. For Customer Service, press **2**. For Billing please press **3**, or if you would like someone to help direct your call, please press **4**. To just leave a message in our general company mailbox, please press **5**. To repeat these options, press **0**. Thank you.

Good afternoon, thank you for calling the Entertainment Factory. To reach a specific individual, please enter the first 3 letters of the person's last name. Thank you.



# Changing and Managing Your Numeric Directory Greetings

## The Greeting Schedule

If your callers' options are different depending on the time of day and time of week, setting multiple greetings to a schedule that matches your office hours ensures your callers always receive the correct options. Also, whenever you delete or add extensions, you will need to re-record your Auto-Router to change the options available to your callers. For example, if "John" leaves your company and you hire "Sean", you need to re-record your Auto-Router to take "John" off and to add "Sean". This is not necessary if you are using a Dial By Name Directory.

## Examples for a Numeric Auto-Router

### Greeting #1: Your after hours and weekend greeting

**Greeting number 1 is the default greeting and plays when nothing else is scheduled to play.**

Thank you for calling the Entertainment Factory. Our office is now closed. Our regular business hours are Monday through Friday from 8:00am to 5:00pm. You may leave a message for a specific department by choosing one of the following options. For the Sales Department, press **1**. For Customer Service, please press **2**. For our Billing Department, please press **3**. To just leave a message in our general company mailbox, please press **5**. To repeat these options, press **0**. Again, thank you for calling.

**Greeting #2: Your morning greeting (ex: Mon-Fri 8:00am-11:59am)**  
**Greeting #3: Your afternoon greeting (ex: Mon-Fri 12:00pm-5:00pm)** } **record and schedule separately**  
**Assign these greetings a schedule based on your office hours.**

Good morning [#2] or Good afternoon [#3]. Thank you for calling the Entertainment Factory. In order to direct your call, please listen to the following options. To reach our Sales department, please press **1**. For Customer service, press **2**. For Billing please press **3**, or if you would like someone to help direct your call, please press **4**. To just leave a message in our general company mailbox, please press **5**. To repeat these options, please press **0**. Thank you.

## Setting up a Greeting Schedule

Once you access your service, from the Main Menu

Press **2** for the greetings menu

Press **27** to modify a greeting

Enter the greeting number you wish to modify. (1, 2, or 3).

Press **3** to record your greeting

Press **#** when you have finished recording

Press **1** to play your greeting.

**If you like it, move to the next step. If you do not, press **3** to record the greeting again.**

Press **8** to review and set the 'time interval' for this greeting

- The 'time interval' is the time period that a particular greeting plays.
- Remember, greeting #1 is your default greeting. It gives your callers your "after business hours" options. The time interval should not be modified for greeting #1; therefore, do not complete the following steps for greeting #1.
- Set the time interval for greeting #2 (your morning greeting) and greeting #3 (your afternoon greeting). To do this, follow the next three steps.

Press **2** to modify the time interval - See Date and Time Conversion Chart in the packet  
Enter the starting day and the ending day, using **1** for Sunday and **7** for Saturday  
(example: Monday **2** through Friday **6**)  
Enter the starting time and the ending time, using a 24-hour clock.  
(example: 8:00am [0800] to 12:00pm [1200]) Do not overlap your times

Press **1** to play the time interval  
If it is the time interval you want this greeting to play, move to the next step. If it is not, press **2**  
and enter the time interval again.

To record and set the next greeting...

Press **# #** to return to the greetings menu  
Press **2 7** for the 'modify a greeting' menu

Continue as instructed above

Repeat the above steps for each greeting. Once all greetings are set-up, move to the final step below.

Press **2 8** to activate your greeting schedule.

Your greeting schedule only plays if it is TURNED ON

If the system says your schedule has been deactivated, press **2 8** again to activate it

Remember, at any time you may press **\* 1** to return to the main menu.

## **Changing your Numeric Auto-Router greeting for a holiday or for special circumstances**

### **Your Alternate Greeting (#4)**

When special circumstances exist, or when you are closed for a holiday, it is important to change your greeting. You do not have to change your Greeting Schedule to do this. Simply record and activate greeting #4 while you are away, and then when you return, re-activate your greeting schedule. It's that easy!

### **Alternate Greeting (#4) Example for a Numeric Auto-Router**

Thank you for calling the Entertainment Factory. We are closed in observance of the holiday. You may leave a message for a specific department by choosing one of the following options. For our Sales Department, please press **1**. For Customer Service, please press **2**. Or for the Billing Department, please press **3**. To just leave a message in our general company mailbox, please press **5**. To repeat these options, press **0**. Again, thank you for calling.

## Recording and Activating Your Numeric Auto-Router Alternate Greeting (#4)

Once you access your service, from the Main Menu

Press **2** for the greetings menu

Press **2****7** to modify a greeting

Press **4** to enter greeting #4 as the greeting you wish to modify

Press **3** to record your greeting

Press **#** when you have finished recording

Press **1** to play your greeting.

If you like it, move to the next step. If you do not, press **3** to record again.

Press **#** to return to the top of the greetings menu

Press **2****6** to select your active greeting.

Selecting a greeting as active means it will play all the time.

Press **4** to enter greeting #4 as the active greeting

Press **2****8** to deactivate your greeting schedule.

Greeting #4 will not play unless your greeting schedule is TURNED OFF.

If the system says your schedule has been activated, press **2****8** again to deactivate it.

Remember, at any time you may press **\*1** to return to the main menu.

## Turning your Greeting Schedule back on when you return

When you return from the holiday or when special circumstances are back to normal, there is no need to re-record your greetings. Your schedule is still there, you just have to turn it back on. It is not necessary to "de-activate" greeting #4. Turning your schedule back on does this automatically.

Once you access your service, from the Main Menu

Press **2** for the Greetings Menu

Press **2****8** to activate your greeting schedule.

If Alice says your schedule has been deactivated, press **2****8** again to re-activate it.

When your schedule is turned on, it will automatically override greeting #4. There is no need to "de-activate" greeting #4.

Remember, at any time you may press **\*1** to return to the main menu.

# Changing and Managing Your Dial by Name Auto-Router Greetings

If you would like to greet your callers with "good morning", or "good afternoon, you may choose to use a greeting schedule for a Dial by Name Auto-Router. If you choose to use a greeting schedule, please follow the steps listed under "Changing and Managing Your Numeric Auto-Router Greetings". Since the Dial by Name Auto-Router simply asks the caller to enter the first few letters of the staff member's name, giving your callers different options for office hours and after hours is difficult. Therefore, you may choose to use only one greeting. Also, only one greeting may also be used for the Numeric Directory by following the instructions below.

## Example for a Dial by Name Auto-Router

Hello, thank you for calling the Entertainment Factory. To reach a specific individual, please enter the first 3 letters of the person's last name. Thank you.

### If you are using only one greeting

#### Activating Greeting #1

If you are only using one greeting, it is necessary to choose greeting #1 as your active greeting before you follow the steps below to record.

Once you access your service, from the Main Menu...

Press **2** for the Greetings Menu

Press **2** **6** to Select Your Active Greeting

Press **1** to select greeting #1 as active

#### Changing Your Greeting

Once you access your service, from the Main Menu...

Press **2** for the Greetings Menu

Press **2** **3** to Record your Greeting

At the tone, record your greeting

Press **#** when finished

To replay your greeting press **2** **1**

If you are not satisfied, press **2** **3** and record again

### Changing your Dial by Name Auto-Router greeting for a holiday or for special circumstances

If your offices close for a holiday, it may be necessary to change the Auto-Router greeting so that it explains to your callers that you are closed for the day. To change your greeting, follow the instructions in the section titled **Changing your Numeric Auto-Router greeting for a holiday or for special circumstances**.

#### Alternate Greeting (#4) Example for a Dial by Name Auto-Router

Thank you for calling the Entertainment Factory. Our offices are closed in observance of the holiday. To leave a message for a specific staff member please enter the first three letters of that person's last name. Again, thank you for calling and have a wonderful holiday!