

RECORDING YOUR DIRECTORY

24 HOUR
DOC-ON-DEMAND
SERVICE

303-380-8080

MULTI-LINK
Small Business Telecom & Computing

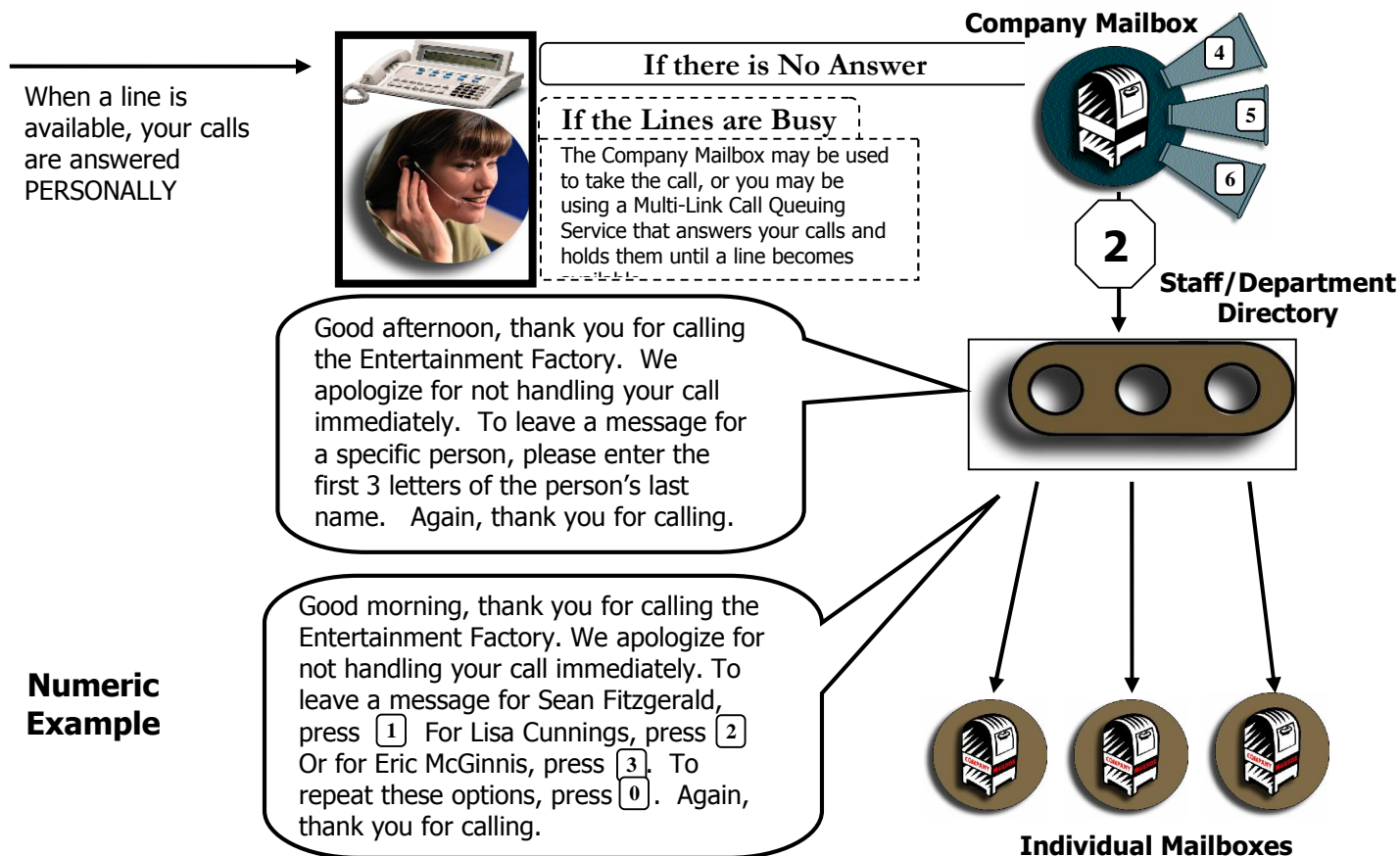
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A **Directory** gives your callers the option to transfer straight to individual voice mailboxes where they can leave a message.

Numeric and **Dial by Name** directories are available. A **Numeric** directory simply asks your callers to enter a one or two-digit extension number to reach individual boxes. A **Dial by Name** Directory asks callers to enter either the first three letters of the person's first or last name to reach individual boxes. You choose first or last name. With a Dial by Name, it is not necessary to re-record your Directory every time you add or remove mailboxes.

- A Directory can work with a Company Mailbox. In this case, a Company Mailbox answers your phone lines when you don't, and your callers access the Directory from the Company Mailbox by pressing **2**. In this system it is not necessary to include a full greeting on your Directory, simply offer your callers the options to reach specific individuals or specific departments.
- A Directory can also answer your calls when you don't. In this system, include a full greeting that welcomes your callers, explains that they have called after business hours, and offers them the option to reach specific individuals or specific departments. In this system you may also want to include a schedule of greetings that allows you to greet your callers "good morning" or "good afternoon" depending on the time of day, or day of week.

Other products also access the Directory by pressing **2**, including Call Queuing.



**Numeric
Example**

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 mailboxes, you will need to re-record your Directory 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 Directory to take "John" off and to add "Sean". This is not necessary if you are using a Dial By Name Directory.

Note: If you would like to use only one greeting, please see the section below for "Changing and Managing Your Dial by Name Directory Greetings".

Examples for a Numeric Directory

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 person by choosing one of the following options. To leave a message for Sean Fitzgerald, press **1** For Lisa Cunnings, press **2** Or for Eric McGinnis, press **3** To repeat these options, press **0** Again, thank you for calling.

Greeting #2: Your morning greeting (ex: Mon-Fri 8:00am-11:59am) } **record and schedule**
Greeting #3: Your afternoon greeting (ex: Mon-Fri 12:00pm-5:00pm) } **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. You may leave a message for a specific person by choosing one of the following options. To leave a message for Sean Fitzgerald, press **1** For Lisa Cunnings, press **2** Or for Eric McGinnis, press **3** If you would like to leave a message for or attempt to reach business owner, Mike Flannigan, please press **4** To repeat these options, press **0** Again, thank you for calling.

Setting up a Greeting Schedule

Once you access your service, from the Main Menu

Press **2** for the greetings menu

Press **2 7** 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

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 they 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 Directory 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 Directory

Thank you for calling the Entertainment Factory. We are closed in observance of the holiday. You may leave a message for a specific person by choosing one of the following options. To leave a message for Sean Fitzgerald, press **1** For Lisa Cummings, press **2** Or for Eric McGinnis, press **3** To repeat these options, press **0** Again, thank you for calling.

Recording and Activating Your Numeric Directory 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 they 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 Directory 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 Directory. If you choose to use a greeting schedule, please follow the steps listed under "Changing and Managing Your Numeric Directory Greetings". Since the Dial by Name Directory 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. Only one greeting may also be used for the Numeric Directory by following the instructions below.

Example for a Dial by Name Directory

Hello, thank you for calling the Entertainment Factory. We apologize for not handling your call immediately. To leave a message for a specific person, please enter the first 3 letters of the person's last name. Again, thank you for calling.

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