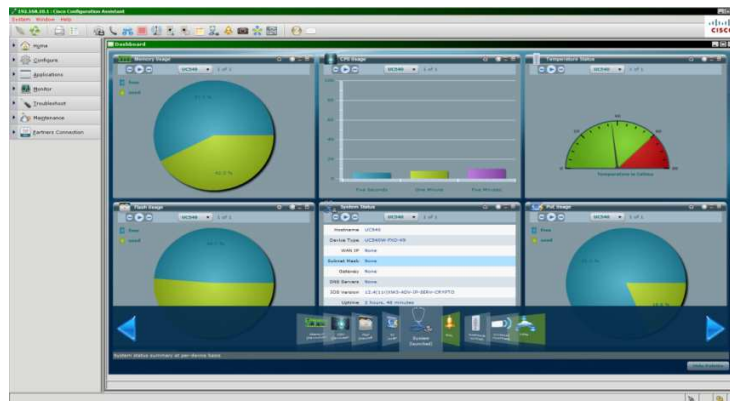
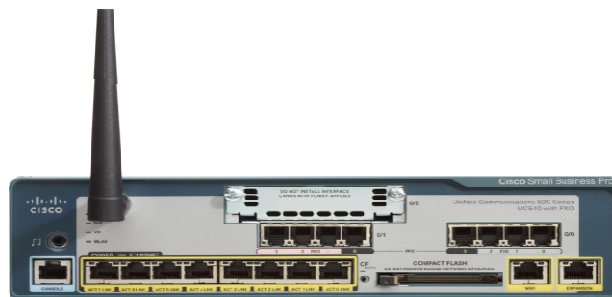


# Cisco Small Business Pro

## Smart Business Communication System

### Technical Enablement Labs



Lab 8

Auto Attendant

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## Introduction

The UC500 comes with an Auto Attendant capability (a function of Cisco Unity Express) which allows calls to be routed automatically and according to custom recordings/greetings and prompts that you build. You can assign a DID to the Auto Attendant and use it as your main answering station for your small business.

The Auto Attendant can be used as a Standard single AA, up to 3 AAs, or one AA with up to 3 levels (submenus) which can address most situations. It can be programmed to use any of the default scripts that comes in the UC500 bundle or you can even customize a script and upload it to be used by AA.

In this lab, you will:

- Modify the AA in Expert Mode using CCA 2.1 (it was initially configured using TSW)

## Information Required

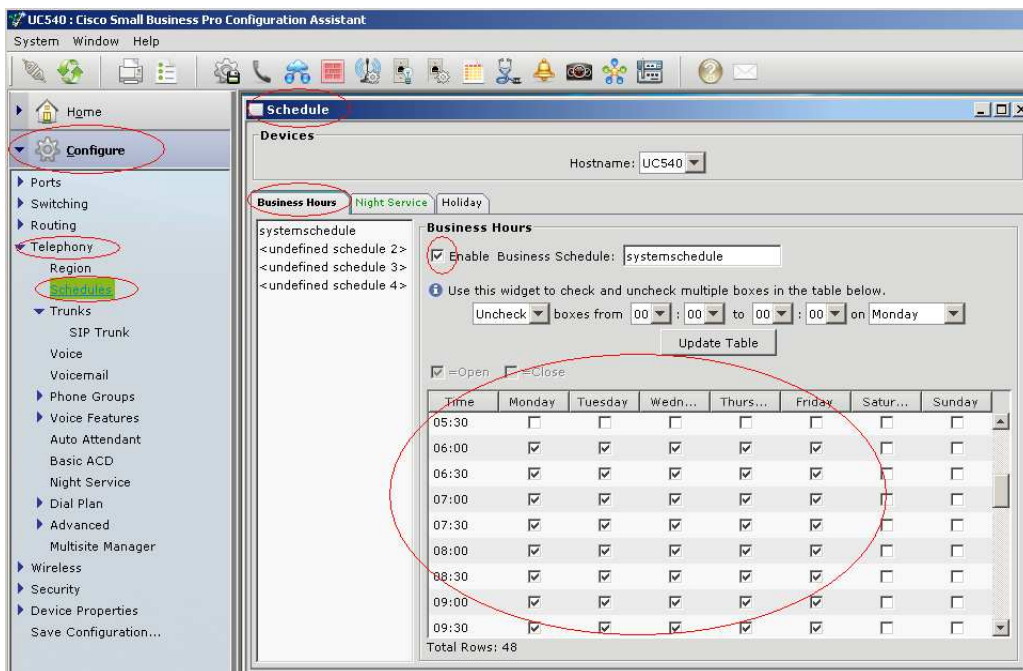
You will need to know:

- what the custom greetings & prompts should say so they can be recorded
- What the business hours and closed hours are so the schedule can be created
- Which DIDs should be assigned to the AA so ingress calls can land on it
- What actions you want to take for all the AA menu options
- How many levels of prompts need to be provided (1 level supports 11 unique actions)
- Which phones should be assigned as Night Service bells (strategic locations after hours)
- Which phones (up to 4 extensions) will have calls to them hit the Night Service bells when called, and be authorized to toggle NS active to override the schedule
- The Night Service Toggle code you want to use in the small business

## Configuration

### ***System Schedule***

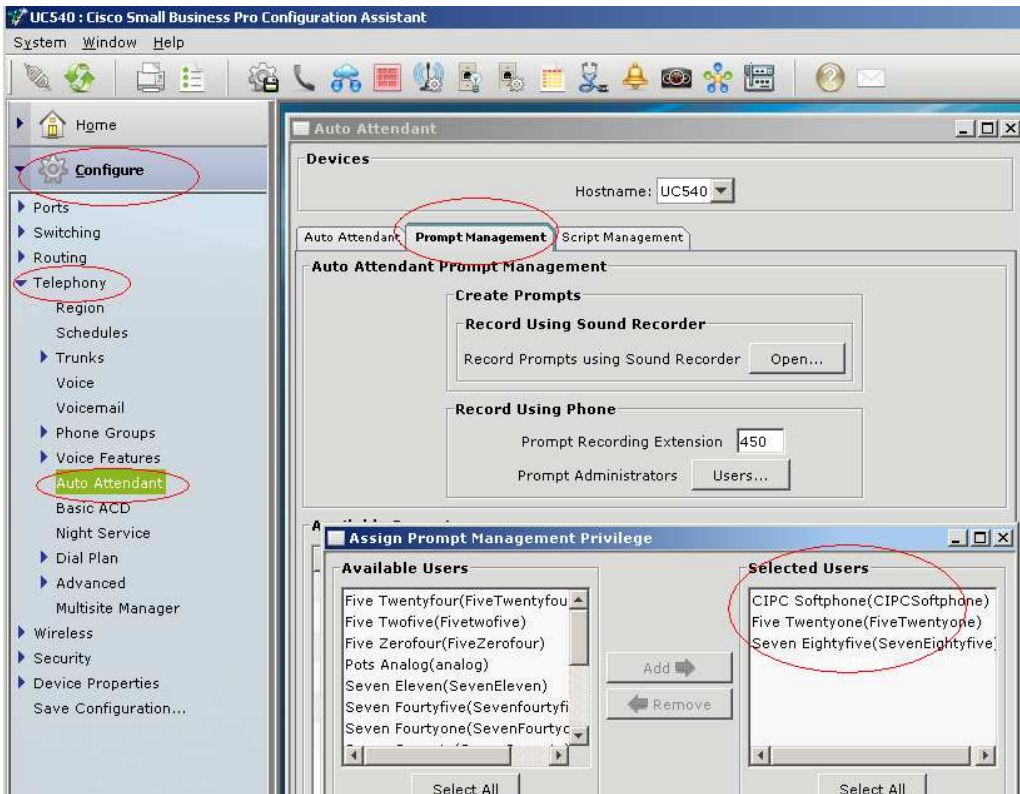
Modify the System Schedule if necessary to mark the business hours of operation. This will be used for AA and Night Service as a base.



## AA Prompt Management

You can use the built in CCA 2.1 Sound Recorder, which will use the PC Microphone to record custom greetings and prompts, or you can enable several phones to access the AA prompt management system by dialing an extension (unused) which you pick. Personal preference is the Phone user interface as the quality is much nicer.

In this case I chose extension 450 and three phones. These phones can then dial the extension and authenticate using email credentials (the extension is the UID and the password is the one the user selected when they initialized their voice mail on the system).



## ***Greetings and Prompts***

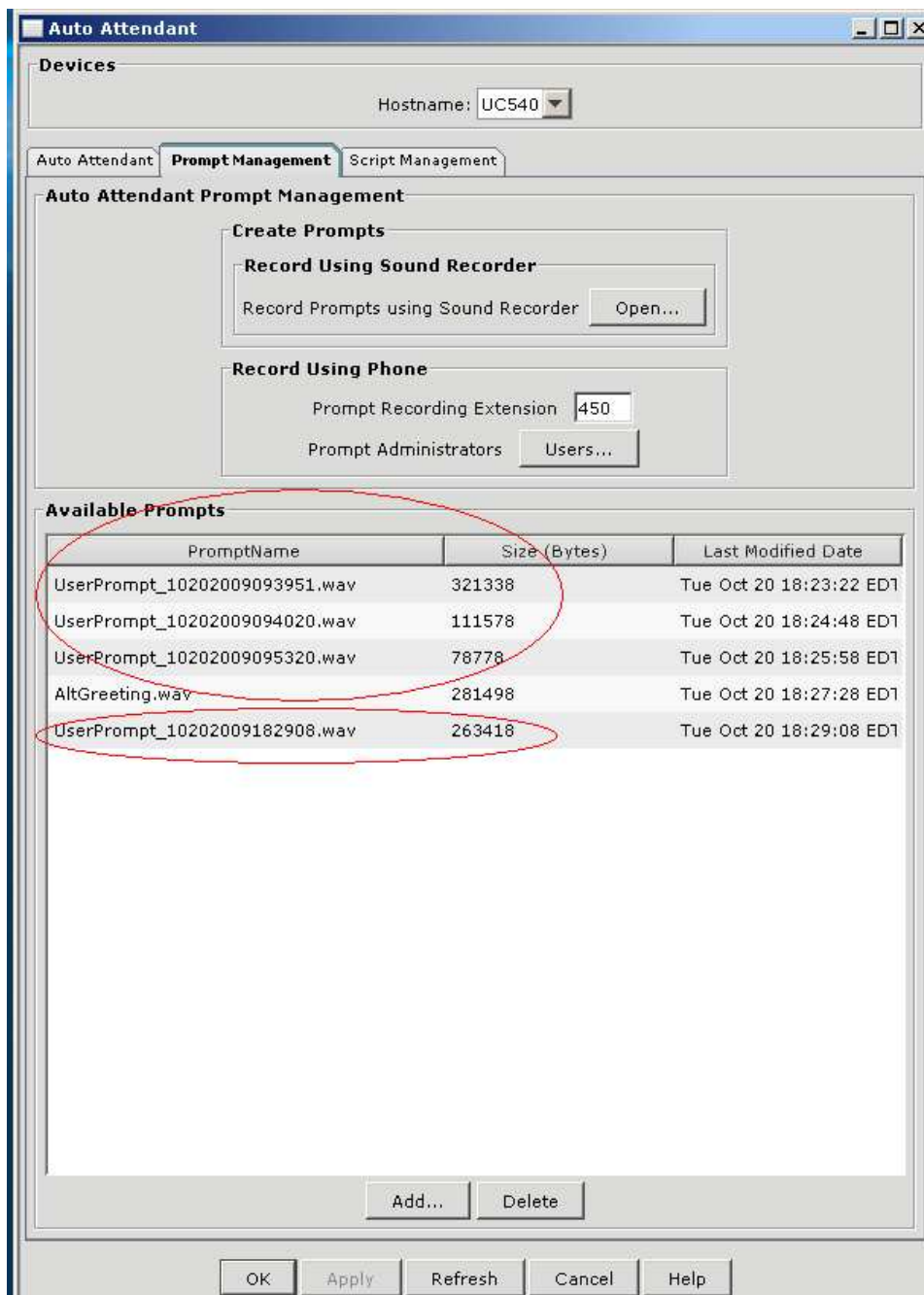
You will now record the greetings and prompts you will later assign as Greetings or Actions.

Let's say you want the following:

- 1 – A Business hour greeting which recites what actions you can take (press 1 for this, 2 or that)
- 2 – A Prompt for Hours and Location
- 3 – A Prompt for Directions
- 4 – A Closed hours greeting including recites what actions you can take (press 1 for this, 2 or that)

SO to accomplish this, you want to map out what you will press for each resulting action, so your recording is aligned with these actions configured later (below).

Go ahead and record these and note the names given to each. I also deleted a few prompts which I recorded during the TSW lab. You can rerecord if you prefer as well. I just did this since it seemed easier. I left the alternate greeting there since you can also manage (activate/deactivate) it from the AA Administration phones. Otherwise the order follows what I have above.



## AA

The Auto Attendant TAB allows you to select a script which is loaded with the UC500 on CUE. The scripts are explained in the CCA Administration guide. Basically, the most robust script that allows you to select a system schedule so you can have AA play different greetings and prompts for business hours and closed hours is the AA\_SBCS\_V02.aef and is the one used in this lab. This also allows you to enable dial by number at any time and allow external transfer.

I set both Business and closed hours the same, but in a real deployment they would likely be different. I exercised each of the possible actions in this exercise.

**Auto Attendant**

Devices Hostname: UC540

Auto Attendant Prompt Management Script Management

Mode:  Off  Standard  Multi-level

Number of Auto Attendants: 1

**Auto Attendant 1**

AA Extension: 401 AA PSTN Number: 6783979422

AA Script: aa\_sbc\_v02.aef

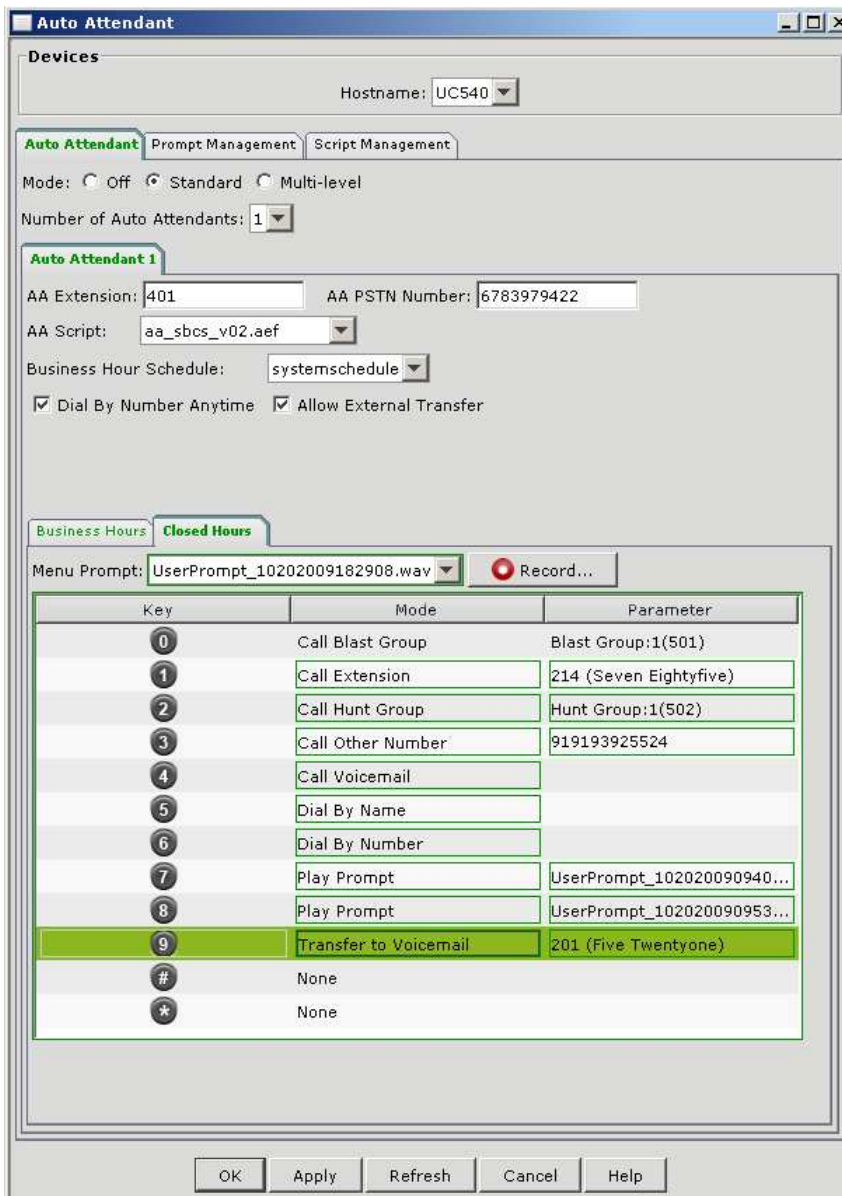
Business Hour Schedule: systemschedule

Dial By Number Anytime  Allow External Transfer

**Business Hours** Closed Hours

Menu Prompt: UserPrompt\_10202009093951.wav Record...

Key	Mode	Parameter
0	Call Blast Group	Blast Group:1(501)
1	Call Extension	214 (Seven Eightyfive)
2	Call Hunt Group	Hunt Group:1(502)
3	Call Other Number	919193925524
4	Call Voicemail	
5	Dial By Name	
6	Dial By Number	
7	Play Prompt	UserPrompt_102020090940...
8	Play Prompt	UserPrompt_102020090953...
9	Transfer to Voicemail	201 (Five Twentyone)
#	None	
*	None	



The UC500 AA also allows you to run up to three AAs (each with their own DID number and internal extension assigned, which allows UC500 to be used for a multi tenant operation and as well can also be used for 3 levels of a single AA. The 3 level AA allows you to answer all calls from the PSTN with a greeting and prompt actions which take you to different sub menus. This is handy when you have more than 12 actions required, as they can be organized in a hierarchy. This will be covered in an update to this document.

## Night Service Configuration

Up to four extensions can be configured for night service treatment when called after hours (according to the schedule we created earlier). Each extension can be configured with an Answer Type = a Call Forward number or a Night Service Bell.

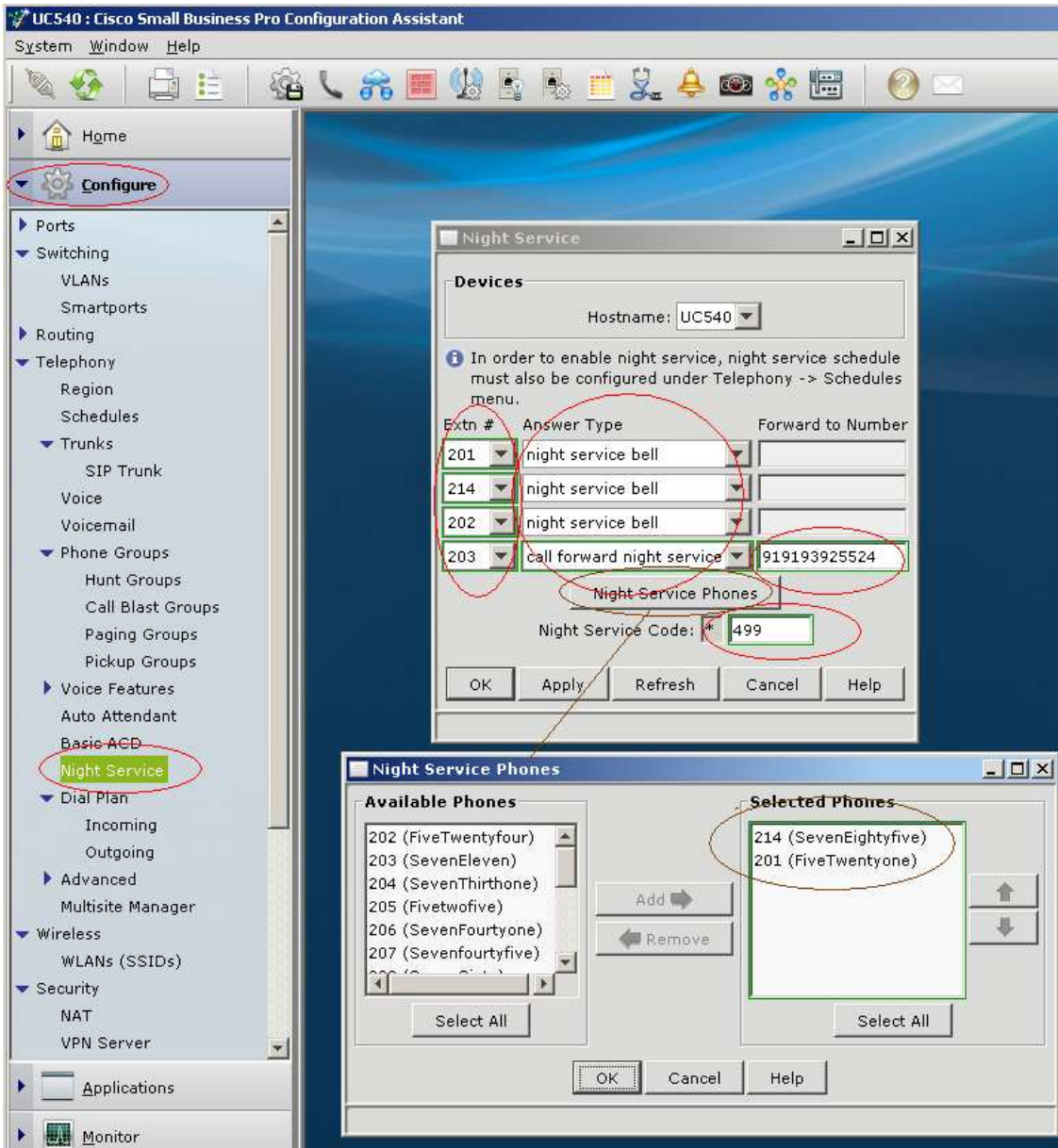
- When a call forward number is configured for a night service extension, incoming calls to that extension during night service hours are forwarded to that number.



- The night service bell allows you to provide coverage for unstaffed extensions for night-service hours. During night-service hours, extensions configured for night- service bell receive notification of incoming calls with a special "burst" ring. Phone users at the night-service phones can then use the call-pickup feature to answer incoming calls.

*At least one of the extensions must be configured with a night service bell.*

Enter the NS code that and NS defined extension can dial to manually toggle all night-service treatment off and on.



## Test the configuration

Dial into the AA and try to dial by number at any time (remember we configured that), try each of the menu actions, then toggle NS active and place calls to the NS Extensions. Done.