

Cisco Small Business

SBCS

Technical Enablement Lab (TEL)



Configuring Remote Access to Auto
Attendant Administration via Telephone
(AvT)

Contents

Introduction.....	3
Configuration.....	4

Introduction

If your end customer requires an Auto Attendant (AA) function, then there should be an incoming Direct Inward Dial (DID) public telephone number associated to it to handle ingress calls to their SMB. Using this method of access, we can offer the SMB a way to adjust the AA greetings and prompts¹ remotely using an extension assigned to the Administration via Telephone (AvT). It is easy to see why it's important to have remote access to this capability in the event of a holiday or a snow day or a disaster of some sort, where the SMB wants its callers to know they are not there, instead of hearing "hello, we are open ...".

The SMB can remotely re-record their own prompts for Open and Closed² schedule. Using CCA 3.0 Telephony Setup Wizard (TSW) you can record what I call 'placeholders' for *Open* and *Closed* and even *Directions* and *Hours of Operation* (the last two as a result of a AA Menu Action). I refer to them as placeholders since TSW uses the PC microphone (good chance that quality is lacking). Once you launch CCA in expert mode and phones are registered and initialized, you can navigate to the AA GUI screen and establish several IP Phone instruments to use their TUI to access the AvT so they may re-record the 'placeholders', which are already established in the proper place in the AA script³. This method provides higher sound quality compared to .wav files recorded using other methods. The phones which are authorized to access the AvT must have set up their voice mail password, since that is the credential they will use to access the AvT.

We can set this up easily with UC 500 SWP 8.1.0 and CCA 3.0.

There is another method which works as well, which is not shown here, which would require the mapping of an additional DID directly to the AvT extension in the Incoming Dial Plan GUI of CCA.

¹ There is also an Alternate Greeting adjustment capability in the AA prompts Management TUI. Alternate Greeting can be recorded and are designed to play as a prefix to the scheduled (Open or Closed) greeting. The AA_V03 script that comes packaged with UC 500 doesn't have the hook in it to play an alternate greeting if you did record one. This can be corrected by editing the script (call for support to do this). But most customers simply re-record the Open Wav file.

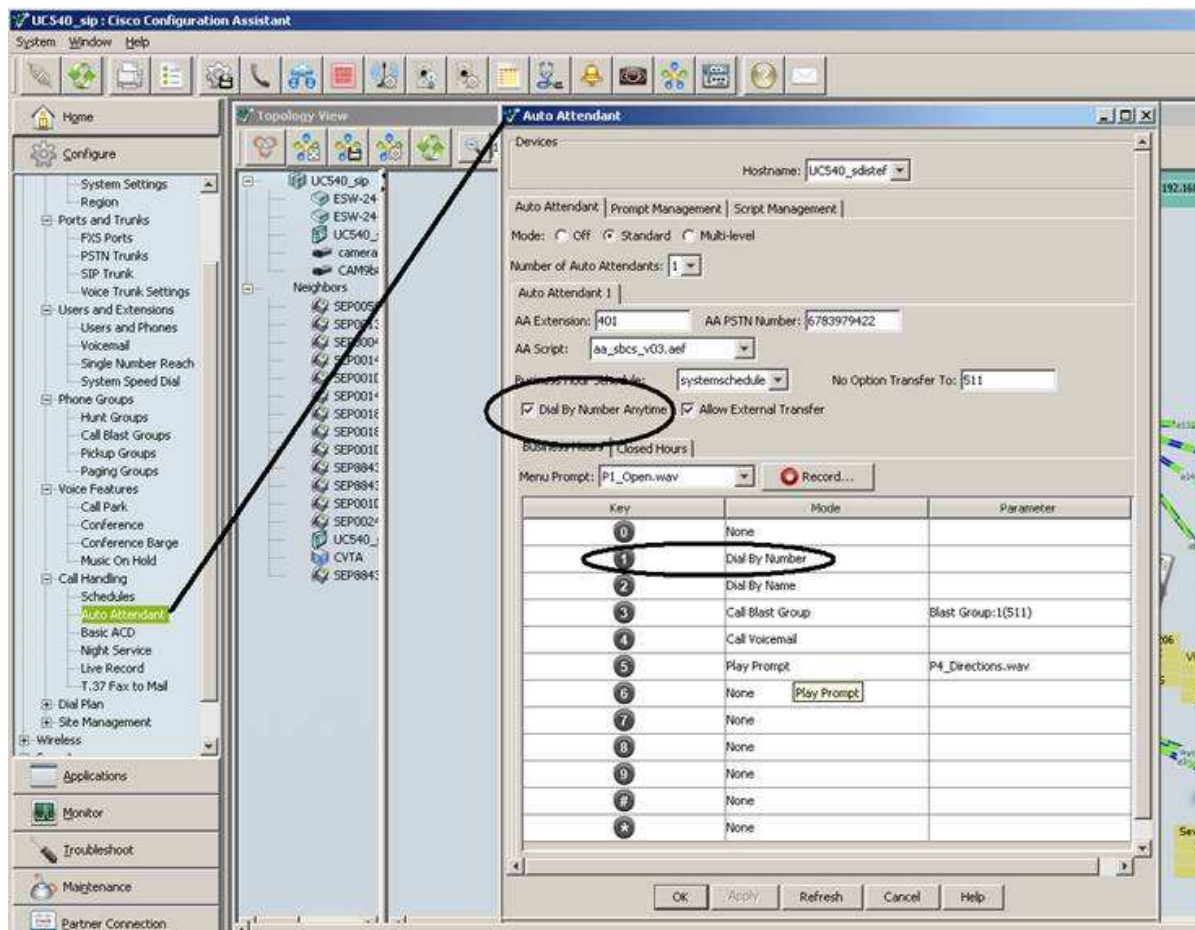
² A note on Holiday treatment in the AA. We have received a number of partner requests to include prerecorded Holiday greetings, which play a different greeting to reflect that particular holiday. Today we don't have this, and UC 500 AA plays the CLOSED greeting on Holidays.

³ . This is easier than skipping the TSW step to create the placeholders and building them from scratch in expert mode, but still possible either way

Configuration

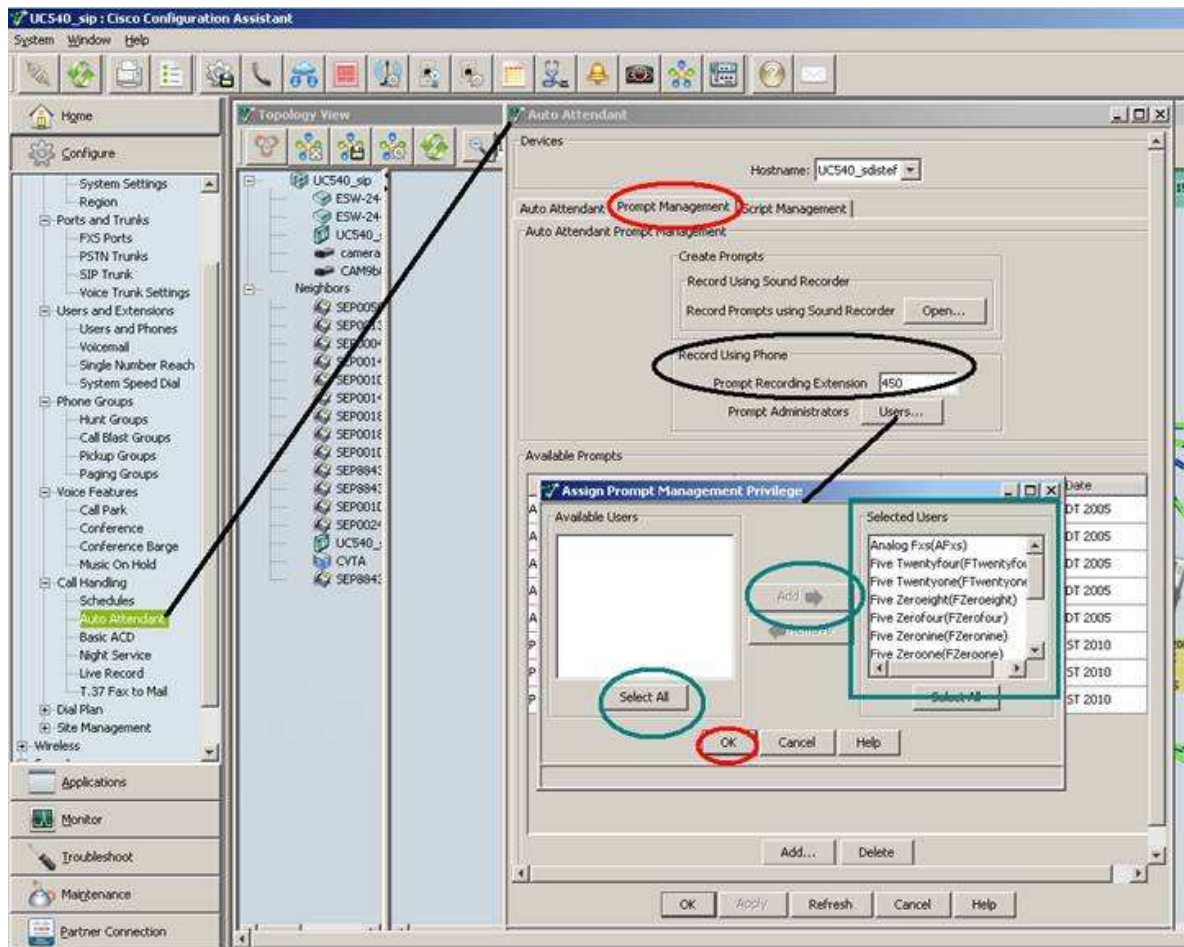
Set up Auto Attendant with a *Menu Action* for dial by number (where you could then dial the AvT extension), or check the 'dial by number any time' option and dial it directly. Or do both 😊

NOTE: When you use Dial by Number Anytime, you do not press the “#” key as it will not be interpreted correctly. Also, we have found the “Allow External Transfer” button must be checked if you use the ‘Dial by Number Anytime’ option from outside the UC500 (remotely).



The next thing to configure is in the Prompt Management tab of that same AA screen, where you add the AvT extension (I use 450) and select all the users (phones) you want to authorize to access the AA Prompt management menu.

NOTE: The Telephony Setup Wizard only allowed you to select one phone for this capability. Expert mode (what we call this CCA after TSW) allows any or all of them to be authorized.



That's it!!!

Anyone dialing the DID assigned to the AA can dial 450 or press the menu action to dial by number and dial it then (It says, 'calling 4 5 0)

When AvT answers and says, please enter your extension, followed by pound." enter the authorized users extension and voice mail password. This gets you access to custom prompts, and then press 2 to manage previously recorded prompts and override existing 'open' with a 'snow day open" for example.