



Bulletin No: SBX_TT030308_CRT

DATE: March 3, 2008

Version: All

TOPIC: Recording Auto Attendant Greetings
and Programming Customer Call Routing

This document provides information about:

- **Recording Auto Attendant (AA) greetings and Prompts - see below**
- **Programming Customer Call Routing (CCR) - see page 2**

Recording Auto Attendant Greetings and System Prompts

Greetings and prompts must be recorded by phone only.

Recording Greetings

From the Attendant Station:

- 1) Press **PGM**, then enter 06-001 (Record Announcements-Announcement Number).
- 2) Enter the announcement number (001-070).
 - You will hear the following prompt: "If you wish to leave a message press #".
- 3) Press #, then record the greeting.
- 4) Press **Hold/Save** when you have finished to end the recording.

Recording System Prompts

From the Attendant Station as follows:

- 1) Press **PGM** 06, then dial the System Prompt Number.
 - Refer to the SBX IP 320 Programming Manual for the list of system prompts available for recording.
- 2) Press #, then record the prompt.
- 3) Press **Hold/Save** when you have finished to end the recording.

NOTE: It is better to Record a second of dead air over a System Prompt than to Delete it.

Programming the Customer Call Routing (CCR) Numbers

NOTE:

- There is no extension start on Customer Call Routing. If the stations in the system begin with “1”, the voicemail pauses briefly waiting for more digits to be entered. If only a “1” is entered, it follows the key action (of dialing a 1). However, if more numbers are dialed (i.e., a station number), the call is sent to the corresponding station.
- Customer Call Routing index numbers are the same thing as VMIB (Voice over Internet protocol Board) numbers.

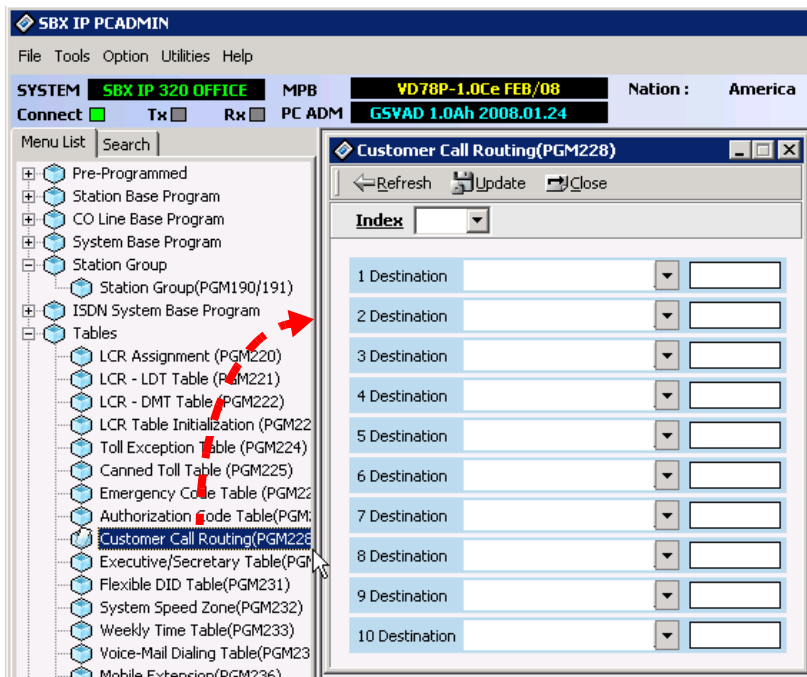
Programming by Phone

Once you log into the phone Admin Programming on Station 100 (or any Admin Station), you can program the CCR number that matches the Announcement Number you are using (in this example, CCR 01 is used):

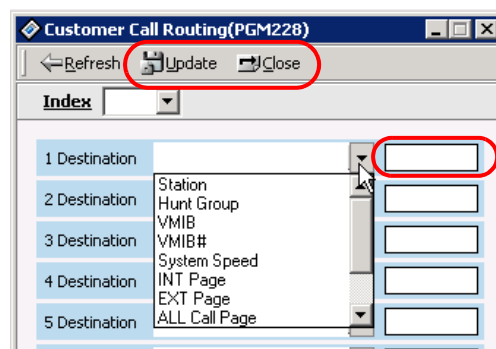
- 1) Press **PGM**, then enter 228.
- 2) Enter the CCR number (e.g., 01).
- 3) Press **Save**.
- 4) Press Flex Button 1 to assign Key Action 1 (“Not Assigned” is the default for Extension Start).
 - To return to default press the Delete softkey, then Save.
- 5) Press Flex Button 2 to assign Key Action 2.
- 6) Enter 01 (for Station), then 101 (for Station Number)
- 7) Press **Save**.
- 8) Press Flex Button 3 to assign Key Action 3.
- 9) Enter 04 (for Play Announcement and Hang up), then 02 (for Announcement Number).
- 10) Press **Save**.
- 11) Press Flex Button 4 to assign Key Action 4, then dial 05 (for Speed Bin) 2000 (for first System Speed Bin Number).
- 12) Press **Save**.

Programming Using the PCAdmin

- 1) Log into PCAdmin and connect to the KSU.
- 2) Expand the Tables option.
- 3) Double-click on Customer Call Routing to open the Customer Call Routing window.



- 4) Click the dropdown arrow next to the Destination (Key Action) you want to program, then choose the appropriate function.
- 5) Enter the corresponding information for that function.



When all of the information is entered:

- 6) Click Update, then click Close.

Additional Support

If you require additional assistance or have questions regarding this topic, please contact Technical Support at 1-888-422-2305, Option 4.