

2018

LOGIX Hosted PBX

CUSTOMER AUTO ATTENDANT

LOGIX Hosted PBX Customer Auto Attendant

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Revision History

Version	Release Date	Author	Changes
10.2.2018	TBD	Joshua Foshee	First Release

Release Document Storage Location

Logix.com -> Customer Resources

[Web link](#)

LOGIX Hosted PBX Customer Auto Attendant

Overview

In this guide we will cover the auto attendant for Logix Hosted PBX. We will go over how to create a new audio on the auto attendant as well as scheduling and changing the options. There is a video to cover this that you can find on the Logix.com website under Customer Resources.

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Auto Attendant

1. To start I would download the following application in the android or iOS store on your cell phone. This is the easiest way to record the audio. Search for “Broadsoft Recorder” from the app stores. It looks like this.



BroadSoft Recorder

YY Digital Pty Ltd Productivity

 Everyone

Contains Ads

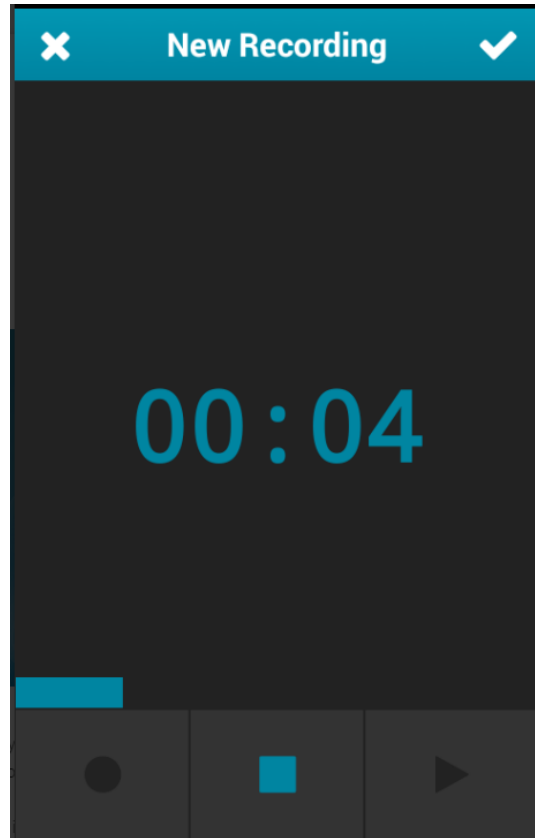
 This app is compatible with some of your devices.

2. Once you have the app on your phone. It will look like the following when you open it. You will then click on the “+” in the top right of the application.



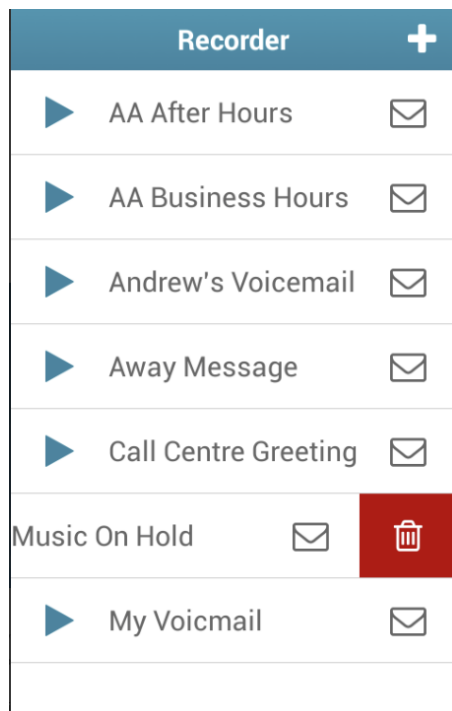
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3. You will then get a “New Recording” window where at the bottom you have a Start, Stop, and Play. Record your file and when you are done click the check in the top right and it will save the file.

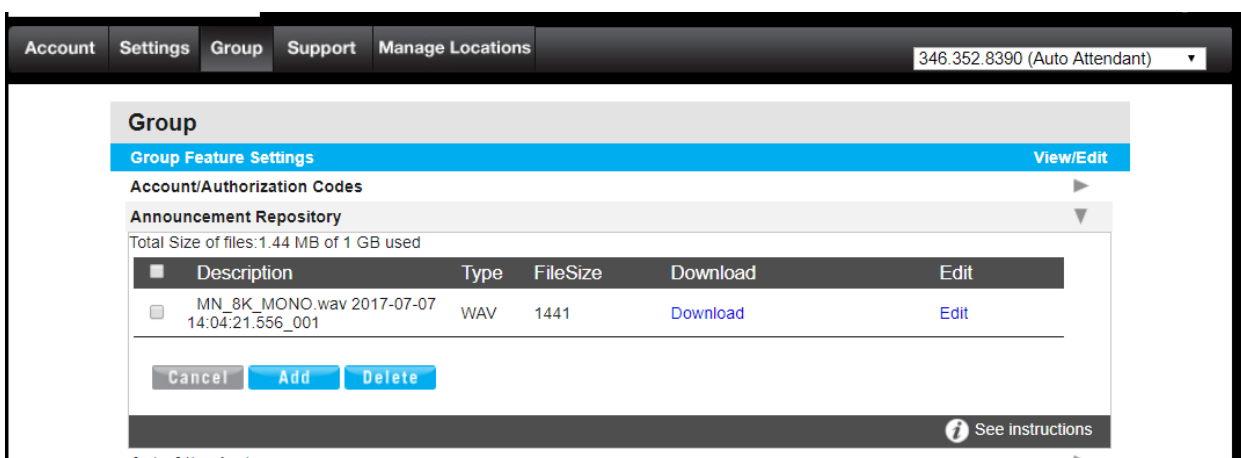


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4. You then will have the file on the main page. If you click the mail symbol you will email the file. If you click the play symbol you will play the file. You can email it to yourself so you have it to add to the system.



5. You will then open your email program and save the file to your PC. Then log into the "MyPhone.MyLogix.Com" website as the admin login. You will go to the group tab and open up "Announcement Repository". Click "Add" and add the file into the system.



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- Next we need to set the business hours they are open. This is done in the “time schedule” that is on the group tab.

The screenshot shows the 'Group' configuration page for the account '346.352.8390 (Auto Attendant)'. The 'Group' tab is selected. The 'Time Schedule' section is expanded, showing a list of schedules:

Schedule Name	Action
<input checked="" type="checkbox"/> Business Hours Schedule	Edit
<input type="checkbox"/> Answer serv	Edit
<input type="checkbox"/> Regular Hours	Edit

Below the list are buttons for 'Cancel', 'Add', and 'Delete'. There is also a 'Holiday Schedules' section with an 'Edit' button and 'Cancel', 'Add', and 'Delete' buttons. A 'See instructions' link is visible at the bottom right.

- You will want to add a schedule and call it business hours. Then click save.

The screenshot shows the 'Add Business Hours Schedule' form. The 'Schedule Name' field contains the text 'Business Hours'. Below the form are buttons for 'Save', 'Add event', 'Delete event', and 'Cancel'.

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8. You will then need to “add event”. The best way to do this is to use the following:
 - a. Give the event a name
 - b. Then select today as the start and end date – I know it doesn’t make sense but always select today for both fields
 - c. Next choose recurs weekly
 - d. Then enter the start and end time they are open – It has be to 4 digits so don’t forget your 0’s
 - e. Select the days they are open and then recur every 1 week.
 - f. If they have different hours each day then you will have to do a separate event for each day they are different.

Add Schedule Event

Schedule Name: Business Hours
Event Name: M-F
Start Date: 07/25/2018
End Date: 07/25/2018
All Day Event:

Start Time (hh:mm): 08:00 AM
End Time: (hh:mm) 05:00 PM

Recur every: 1 week(s)
 Sunday
 Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday
End: Never

Recurs: Weekly

[Save](#) [Cancel](#)

9. Click save and save the schedule.
10. Now go to the “auto attendant section” on the group tab. Click on edit for the auto attendant we want to change.

Auto Attendant

Provide your customers an automated receptionist that answers the phone with a personalized message providing up to twelve (12) options for connecting to various people, departments, etc. Each Auto Attendant has its own extension or directory number.

Phone Number	Extension	Edit
3463528390	8390	Edit

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[See instructions](#)

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11. This will open the auto attendant. You can set the business hours and name of this auto attendant. Everything that is outside of business hours will have the after hours menu and everything that is business hours will have the business hours menu. If they just want one menu then don't put business hours in and just use the business hours menu.

Edit Auto Attendant

Auto Attendant 1217810 Number: 3463528390

Active

Name:

Calling Line ID First Name: Calling Line ID Last Name:

Time Zone: ▼

Business Hours: ▼ Holiday Schedule: ▼

Scope of extension dialing Enterprise Group

Scope of name dialing Enterprise Group

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12. Now click the business hour or after hours prompts to set them up.

	Description:	Action:	Telephone Number
0		Transfer To Operator	
1		Extension Dialing	
2	Chuck	Transfer Without Prompt	
3		Transfer Without Prompt	*553463528390
4		---	
5		---	
6		---	
7		---	
8		---	
9		---	

13. At the top select the auto recording for this auto attendant. I would also select the “allow first level extension dialing” as this will allow the end user to dial by extension at any time.

14. Now on the bottom half you have them select what each number option will do. You have to put a description, a type of option. You can put extension numbers, cell phones, whatever number you want to transfer too. These are the primary options:

- a. Transfer to operator – this is also the default option if the end user doesn’t dial any digit in 10 secs.
- b. Extension Dialing – Takes the end user to a sub menu to dial by extension.
- c. Name Dialing – Takes the end user to a sub menu to dial by name.
- d. Play announcement – Allows an announcement to be placed to the end user.
- e. Repeat Menu – This will repeat the audio to the end user.
- f. Transfer to mailbox – This will take the user to the voicemail system.

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- g. Transfer with Prompt – Transfers the call with telling the end user who they are transferring too.
 - h. Transfer without Prompt – Transfers the call without telling the end user who they are transferring too.
 - i. Also remember if you want to transfer to voicemail you can add “*55” to the front of the extension or 10 digit number and it will transfer directly to voicemail without ringing the person.
15. Once you have selected all the options you can save and now the auto attendant is setup.