

AT&T Phone for Business

*Business Attendant
User Guide*



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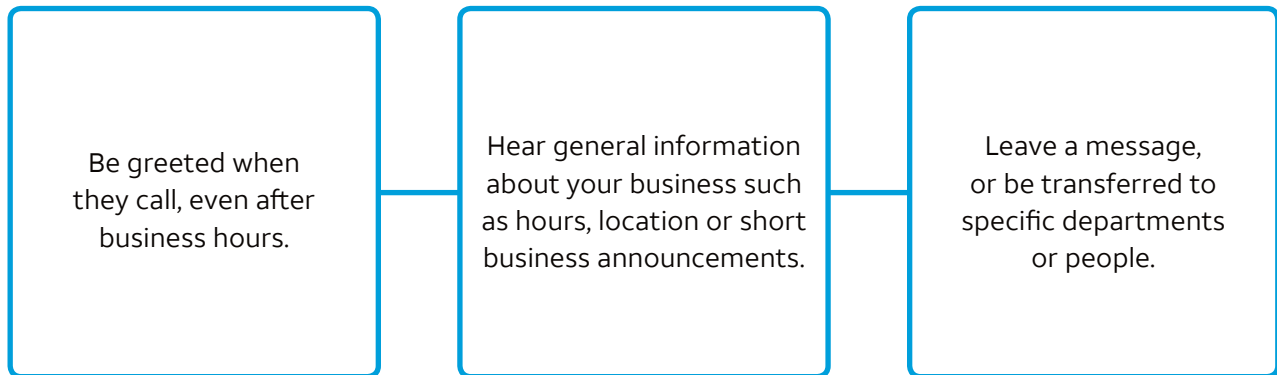
Welcome to AT&T Phone for Business

Business Attendant

Business Attendant is a 24 hours a day, 7 days a week virtual receptionist. This guide will show you how to set up and manage Business Attendant to meet your specific needs. Business Attendant is flexible and easy for you to use and customize.

If you require additional assistance, help is a phone call away: **1-800-321-2000**.

Once your Business Attendant is set up, callers can:



As a part of Business Attendant you will:



Create recorded messages for your greeting and call tree



Upload your recorded messages



Assign the recorded messages to a specific number



Schedule your recorded messages



Manage your Business Attendant

Let's get started!



Business Example

We will use the following Business example to demonstrate how to set up Business Attendant. We've chosen a common call routing design for illustrative purposes to help guide you in setting up Business Attendant to fit your business application.

Your company has one location with employees assigned to Sales and Customer Service support.

The hours of operation are:

*Monday thru Friday **8am to 6pm**
Saturday **11am to 5pm**
Sunday the business is closed*

The company is located at:

*12345 S. Main St. in
Dallas, Texas.*

This is how your callers will be greeted. You will record the greetings and messages that callers hear both during and after business hours. Each .wav file below will be a new message. We will show you how to record and use these as you go through this guide.

*"Thank you for calling <business name>.
Your call is important to us."*

Greeting.wav

Business is open call tree.wav

*"For Sales, press **ONE**
For Customer Service and Support, press **TWO**
For information on how to get to our office,
press **THREE**
For information on our business hours,
press **FOUR**
To leave a voicemail, press **FIVE**
To repeat this menu, press any other key
To terminate this call just hang up the phone"*

Directions to office.wav

*"We're excited to see you! We are located at
12345 S. Main St. in Dallas, Texas."*

Business hours.wav

*"Our hours are Monday through Friday
8 am to 6 pm, Saturday **11 am to 5 pm**.
We are closed on Sundays."*



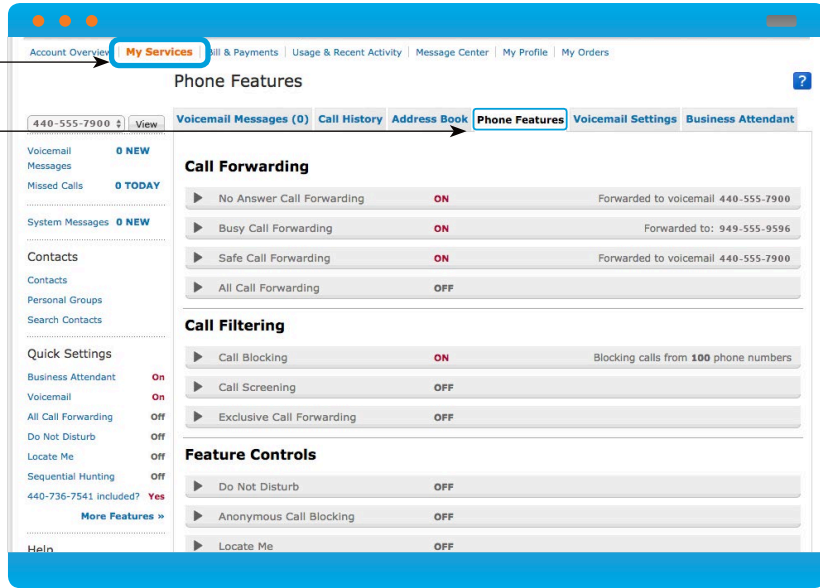
Getting Started

Now we are going to show you how to set up your Business Attendant.

Step

1

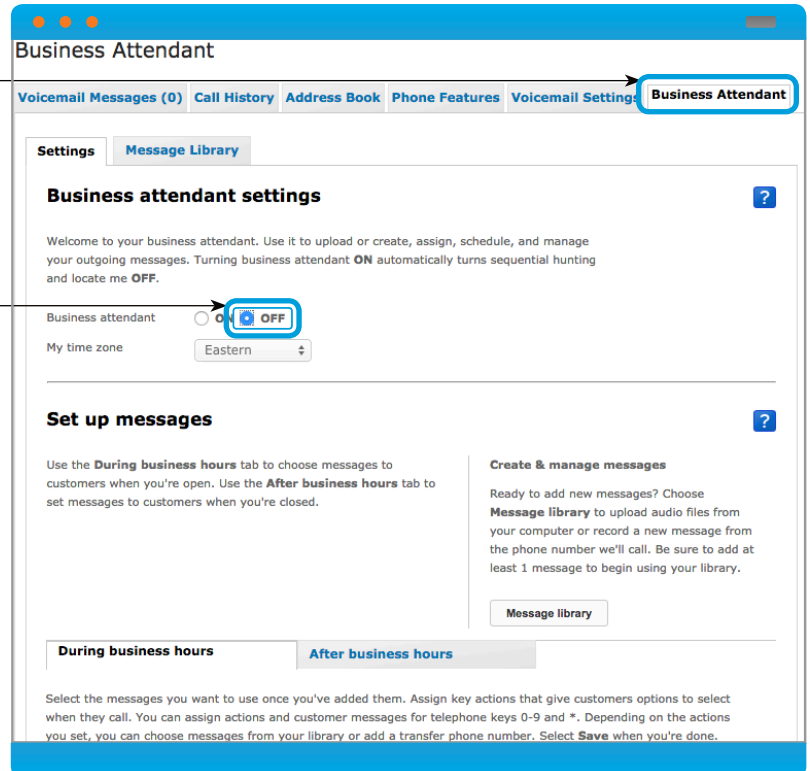
Go to the My Services/
Phone Features page of
the AT&T Phone for
Business portal.



Step

2

Select "Business Attendant"





It is very important that
Business Attendant remains
off until setup is completed.



Step

3

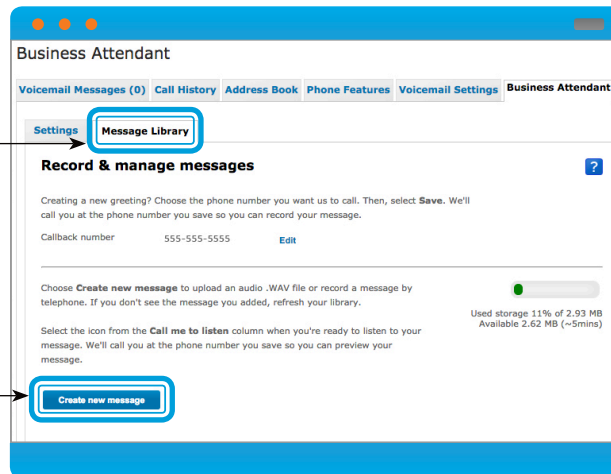
Create Recorded Greetings/Messages

The first step in setting up Business Attendant is creating a greeting.

The Message Library is where you can go to create a greeting and manage your prerecorded messages. The following steps will explain how to create and record your messages and greetings. Then in the **Setting up Call Tree chapters (pages 10-18)**, you will learn how to set up your messages for use in Business Attendant.

1

Navigate to the Message Library tab



2

Select "Create New Message"

This greeting is the first message the customer will hear when they call your business.

Greeting:
"Thank you for calling <business name>. Your call is important to us."

Choose from the following two recording methods:

I want to upload my message
 Choose .WAV files from your computer. Max file size is 2.62MB.

Call me to record my message
 We'll call you at the number you saved so you can record and preview your message.

Upload my greetings and messages

Upload a pre-recorded audio file to your Message Library. If you don't see the message you added, refresh your library. (WAV file-Maximum file size 2.6 mb).

I want to upload my message
 Choose .WAV files from your computer. Max file size is 2.62MB.

Call me to record my message
 We'll call you at the number you saved so you can record and preview your message.

Record my greetings and messages

We will call you at the number you saved so you can record and preview your message. On the call, you will be prompted to begin recording after you hear a tone.



Step

4

Using the Message Library as demonstrated in **STEP 3** create and record your call tree recording that customers will hear during business hours.

Example of Business is open call tree:

Business is open call tree.wav

*"For Sales, press **ONE***

*For Customer Service and Support, press **TWO***

*For information on how to get to our office, press **THREE***

*For information on our business hours, press **FOUR***

*To leave a voicemail, press **FIVE***

To repeat this menu, press any other key

To terminate this call just hang up the phone"

Step

5

Create and record the **Business Hours** and **Directions to Office**. These are the recordings customers will hear when selecting those options on their dial pad.

Use the Message Library as demonstrated in **STEP 3** to create and record your **Business hours.wav** and **Directions to office1.wav** recordings.

Directions to the office1.wav

"We're excited to see you! We are located at 12345 South Main St. in Dallas, Texas."

Business hours.wav

"Our hours are Monday through Friday 8 am to 5 pm, Saturday 11 am to 6 pm. We are closed on Sunday."

Step

6

Create and record the Call Tree message that customers will hear after business hours and days when your business is closed.

Use the Message Library as demonstrated in STEP 3 to create and record your **Business is closed call tree.wav** recording.

Business is closed call tree.wav

"Our offices are currently closed. Our regular business hours are Monday through Friday, 8 am to 6 pm and Saturday 11 am to 5 pm. Please press ONE to leave us a message and we will return your call the following business day.

- If your issue is urgent please press TWO to reach our emergency hotline.*
- To repeat this menu, press any other key.*
- To end this call simply hang up."*



Assign Messages and Create Call Routing

Now that you have recorded all the messages you need, we will show you how to customize your call routing within Business Attendant.

During business hours
This is where you set the options that will play when the customer calls during business hours.

After business hours
This is where you set the options that will play when the customer calls after business hours.

The screenshot shows the 'During business hours' configuration page. It includes a 'Choose a welcome message' dropdown set to 'Greeting.wav', a 'Choose caller message and action' dropdown set to 'Business is open call tree.wav', and a 'Key | Action' table with the following entries:

| Key | Action | Value |
|-----|------------------------------|---------------------------|
| 1 | Transfer to phone number | 4405557543 |
| 2 | Transfer to phone number | 4405557545 |
| 3 | Play a message & repeat menu | Directions to office1.wav |
| 4 | Play a message & repeat menu | Business hours.wav |
| 5 | Transfer to voicemail | |
| 6 | Repeat menu | |
| 7 | Repeat menu | |
| 8 | Repeat menu | |
| 9 | Repeat menu | |
| 0 | Repeat menu | |
| * | Repeat menu | |
| # | Repeat Menu | |

- (Greeting message)
- (Business Open)
- (Directions)
- (Bus. Hours)

The screenshot shows the 'After business hours' configuration page. It includes a 'Choose a welcome message' dropdown set to 'Greeting.wav', a 'Choose caller message and action' dropdown set to 'Business is closed call tree.wav', and a 'Key | Action' table with the following entries:

| Key | Action | Value |
|-----|--------------------------|------------|
| 1 | Transfer to voicemail | |
| 2 | Transfer to phone number | 5555555555 |
| 3 | Repeat menu | |
| 4 | Repeat menu | |
| 5 | Repeat menu | |
| 6 | Repeat menu | |
| 7 | Repeat menu | |
| 8 | Repeat menu | |
| 9 | Repeat menu | |
| 0 | Repeat menu | |
| * | Repeat menu | |
| # | Repeat Menu | |

- (Greeting message)
- (Business is Closed)
- (Phone Number)



Call Routing Setup

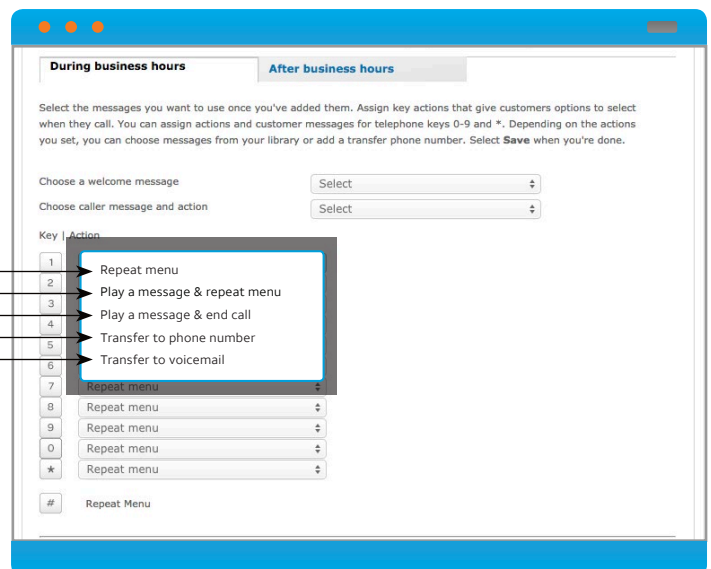
Now you are ready to determine what happens when Business Attendant answers a call and how calls are being handled based on the caller's selection. Every prompt that is mentioned in your business call tree will require you to assign an associated action.

The **Key** column lists each of the keys on the dial pad that you can associate with an action. You can assign an action to any key, **except the pound (#) key**. The pound (#) key is permanently assigned as a "Repeat Options Menu" key.

The next section will describe in detail how to set up this call routing.

Under Action for each Key, you will select one of the following options that will appear in the drop down:

- 1 Repeat menu** — Plays your customized call tree message.
- 2 Play a message & repeat menu** — Plays one of the custom messages you recorded followed by customized call tree message.
- 3 Play a message & end call** — Plays one of the custom messages you recorded and then ends the call.
- 4 Transfer phone number** — Transfers the call to any domestic phone number (cell numbers, landline numbers, Toll Free numbers, etc.) you specify. The phone number should be entered in the text box on the right side of the screen.
- 5 Transfer to voicemail** — Transfers the call to voicemail.



You can assign your calls to be routed to any domestic number (cell numbers, landline numbers, Toll Free numbers, etc.) when your business is open or closed.



Setting up Call Tree for During business hours

Step

1

Select **During business hours** tab.

During business hours | After business hours

Select the messages you want to use once you've added them. Assign key actions that give customers options to select when they call. You can assign actions and customer messages for telephone keys 0-9 and *. Depending on the actions you set, you can choose messages from your library or add a transfer phone number. Select **Save** when you're done.

Choose a welcome message

Choose caller message and action

| Key | Action |
|-----|-------------|
| 1 | Repeat menu |
| 2 | Repeat menu |
| 3 | Repeat menu |
| 4 | Repeat menu |
| 5 | Repeat menu |
| 6 | Repeat menu |
| 7 | Repeat menu |
| 8 | Repeat menu |
| 9 | Repeat menu |
| 0 | Repeat menu |
| * | Repeat menu |
| # | Repeat Menu |

Select

- Business is closed call tree.wav
- Greeting.wav
- Directions to office1.wav
- Business is open call tree.wav
- Select
- Business hours.wav

Step

2

Select the **welcome message** that you previously recorded.

Step

3

Select your **caller message and action** that you previously recorded.

During business hours | After business hours

Select the messages you want to use once you've added them. Assign key actions that give customers options to select when they call. You can assign actions and customer messages for telephone keys 0-9 and *. Depending on the actions you set, you can choose messages from your library or add a transfer phone number. Select **Save** when you're done.

Choose a welcome message

Choose caller message and action

| Key | Action |
|-----|-------------|
| 1 | Repeat menu |
| 2 | Repeat menu |
| 3 | Repeat menu |
| 4 | Repeat menu |
| 5 | Repeat menu |
| 6 | Repeat menu |
| 7 | Repeat menu |
| 8 | Repeat menu |
| 9 | Repeat menu |
| 0 | Repeat menu |
| * | Repeat menu |
| # | Repeat Menu |

Select

- Business is closed call tree.wav
- Greeting.wav
- Directions to office1.wav
- Business is open call tree.wav
- Select
- Business hours.wav



Now you will set up actions for each number on the dial pad.

Step

4_A

"For Sales, press ONE"

Assign **Transfer to phone number** as the action to Key 1.

| Key | Action |
|-----|--------------------------|
| 1 | Transfer to phone number |
| 2 | Repeat menu |
| 3 | Repeat menu |
| 4 | Repeat menu |
| 5 | Repeat menu |
| 6 | Repeat menu |
| 7 | Repeat menu |
| 8 | Repeat menu |
| 9 | Repeat menu |
| 0 | Repeat menu |
| * | Repeat menu |
| # | Repeat Menu |

Manually input phone number

Step

4_B

| Key | Action | Phone Number |
|-----|--------------------------|--------------|
| 1 | Transfer to phone number | 4405557543 |
| 2 | Repeat menu | |
| 3 | Repeat menu | |
| 4 | Repeat menu | |
| 5 | Repeat menu | |
| 6 | Repeat menu | |
| 7 | Repeat menu | |
| 8 | Repeat menu | |
| 9 | Repeat menu | |
| 0 | Repeat menu | |
| * | Repeat menu | |
| # | Repeat Menu | |

This is where you will input the 10-digit phone number you would like all your **Sales** calls transferred to.



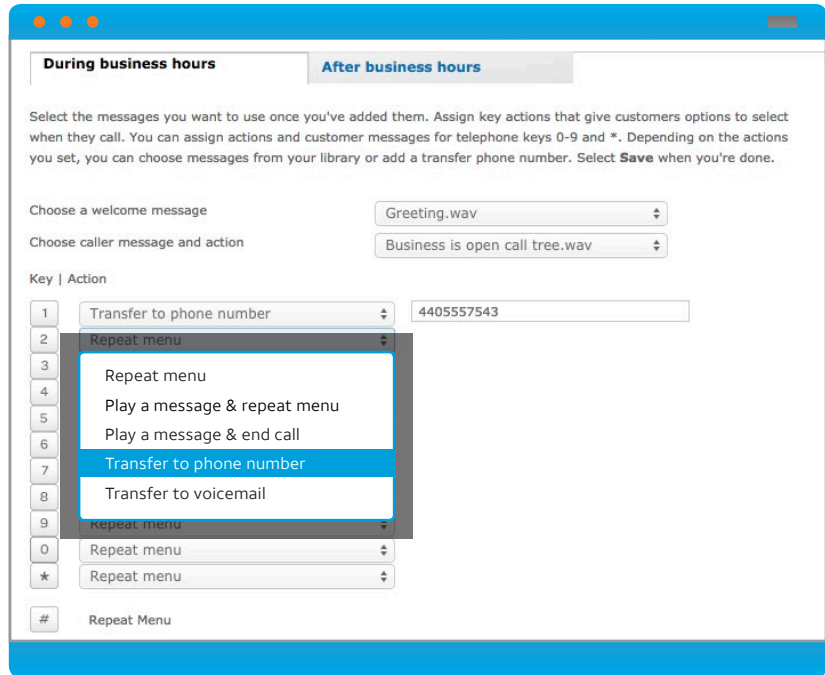
Transfer to phone number

Step

5_A

“For Customer Service and Support, press TWO”

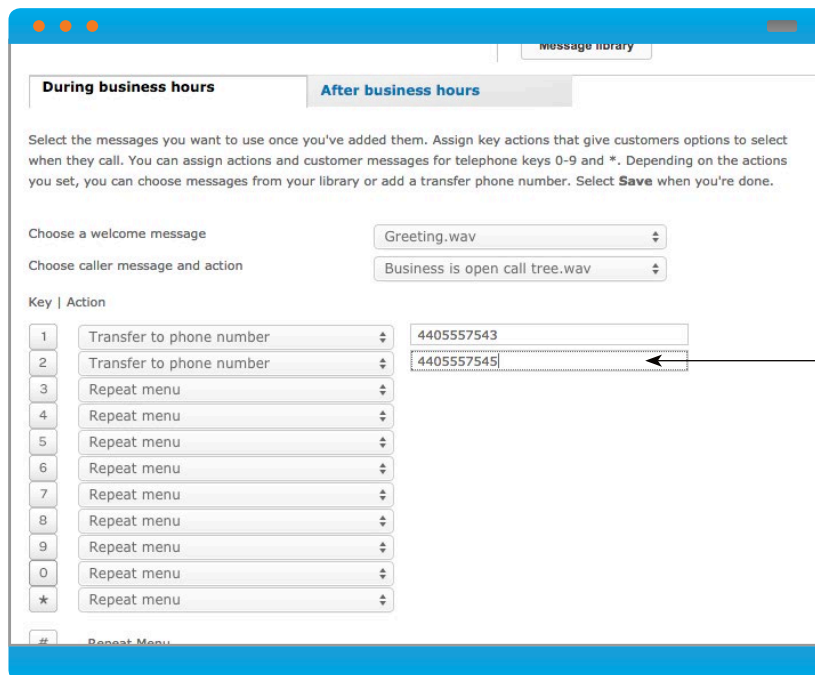
Assign **Transfer to phone number** as the action to Key 2.



Manually input phone number

Step

5_B



This is where you will input the 10-digit phone number you would like all your **Customer Service and Support calls** transferred to.



Directions to office

Step

6_A

*“For information on how to get to our office, press **THREE**”*

Assign **Play a message & repeat menu** as the action to Key 3.

The screenshot shows a configuration window with two tabs: "During business hours" (selected) and "After business hours". Below the tabs is a text instruction: "Select the messages you want to use once you've added them. Assign key actions that give customers options to select when they call. You can assign actions and customer messages for telephone keys 0-9 and *. Depending on the actions you set, you can choose messages from your library or add a transfer phone number. Select **Save** when you're done."

Configuration fields include:

- Choose a welcome message: Greeting.wav
- Choose caller message and action: Business is open call tree.wav

A table for "Key | Action" is shown below:

| Key | Action | Value |
|-----|--------------------------|------------|
| 1 | Transfer to phone number | 4405557543 |
| 2 | Transfer to phone number | 4405557545 |
| 3 | Repeat menu | |
| 4 | Repeat menu | |
| 5 | Repeat menu | |
| 6 | Repeat menu | |
| 7 | Repeat menu | |
| 8 | Repeat menu | |
| 9 | Repeat menu | |
| 0 | Repeat menu | |
| * | Repeat menu | |
| # | Repeat Menu | |

A dropdown menu is open for key 3, showing options: "Repeat menu", "Play a message & repeat menu" (highlighted), "Play a message & end call", "Transfer to phone number", and "Transfer to voicemail".

Directions to office

Step

6_B

Select **Directions to office1.wav**.

The screenshot shows the same configuration window as above. The configuration fields are identical:

- Choose a welcome message: Greeting.wav
- Choose caller message and action: Business is open call tree.wav

The "Key | Action" table is the same as in the previous screenshot:

| Key | Action | Value |
|-----|------------------------------|------------|
| 1 | Transfer to phone number | 4405557543 |
| 2 | Transfer to phone number | 4405557545 |
| 3 | Play a message & repeat menu | |
| 4 | Repeat menu | |
| 5 | Repeat menu | |
| 6 | Repeat menu | |
| 7 | Repeat menu | |
| 8 | Repeat menu | |
| 9 | Repeat menu | |
| 0 | Repeat menu | |
| * | Repeat menu | |
| # | Repeat Menu | |

A dropdown menu is open for key 3, showing options: "Select", "Business is closed call tree.wav", "Greeting.wav", "Directions to office1.wav" (highlighted), "Business is open call tree.wav", "Select", and "Business hours.wav".



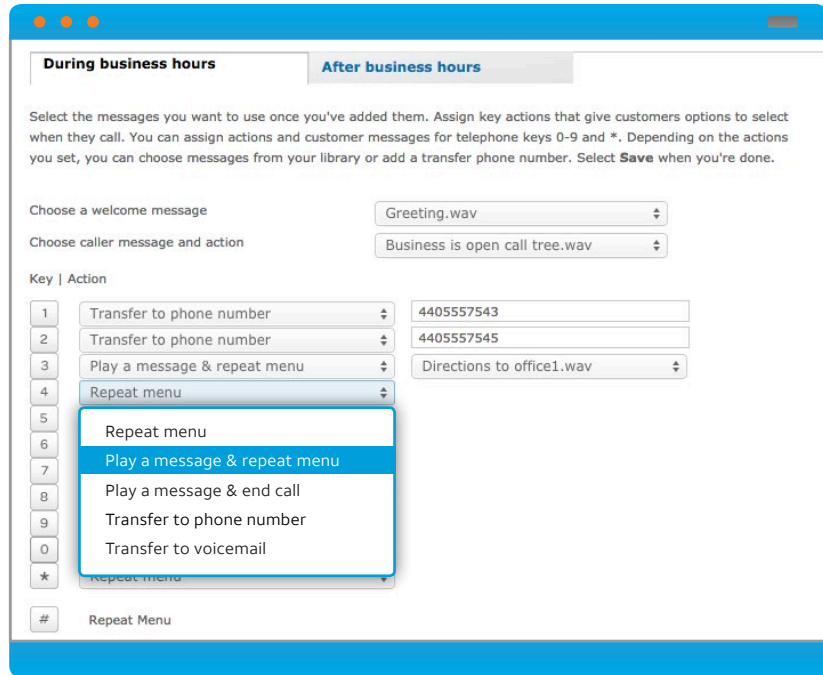
Play a message & repeat menu

Step

7_A

*"For information on our business hours, press **FOUR**"*

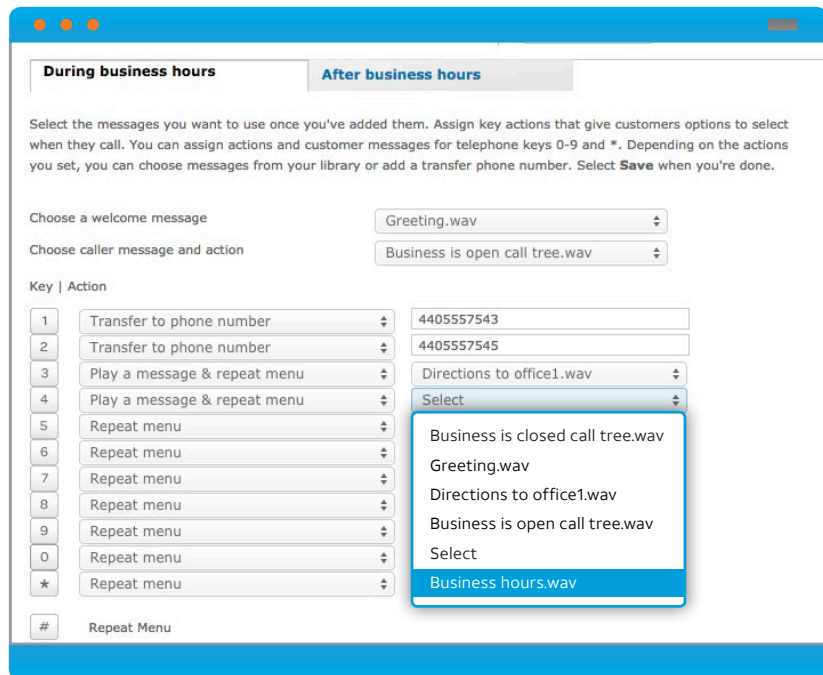
Assign **Play a message and repeat menu** as the action to Key 4.



Step

7_B

Select **Business hours.wav**.





Set up Play a message & repeat menu

Step

8

“To leave a voicemail, press FIVE”

Assign **Transfer to voicemail** as the action to Key 5.

The screenshot shows the configuration interface for 'During business hours'. It includes a 'Key | Action' table with the following entries:

| Key | Action | Value |
|-----|------------------------------|---------------------------|
| 1 | Transfer to phone number | 4405557543 |
| 2 | Transfer to phone number | 4405557545 |
| 3 | Play a message & repeat menu | Directions to office1.wav |
| 4 | Play a message & repeat menu | Business hours.wav |
| 5 | Repeat menu | |
| 6 | Repeat menu | |
| 7 | Repeat menu | |
| 8 | Repeat menu | |
| 9 | Repeat menu | |
| 0 | Repeat menu | |
| * | Repeat menu | |
| # | Repeat Menu | |

A dropdown menu is open for Key 5, showing the following options: Repeat menu, Play a message & repeat menu, Play a message & end call, Transfer to phone number, and Transfer to voicemail (highlighted).

Final set up for During business hours

This is how your **During business hours** selections will look once you have assigned actions and messages to keys.

The screenshot shows the final configuration for 'During business hours'. The 'Key | Action' table is updated as follows:

| Key | Action | Value |
|-----|------------------------------|---------------------------|
| 1 | Transfer to phone number | 4405557543 |
| 2 | Transfer to phone number | 4405557545 |
| 3 | Play a message & repeat menu | Directions to office1.wav |
| 4 | Play a message & repeat menu | Business hours.wav |
| 5 | Transfer to voicemail | |
| 6 | Repeat menu | |
| 7 | Repeat menu | |
| 8 | Repeat menu | |
| 9 | Repeat menu | |
| 0 | Repeat menu | |
| * | Repeat menu | |
| # | Repeat Menu | |



Setting up Call Tree for After business hours

Business is closed call tree.wav

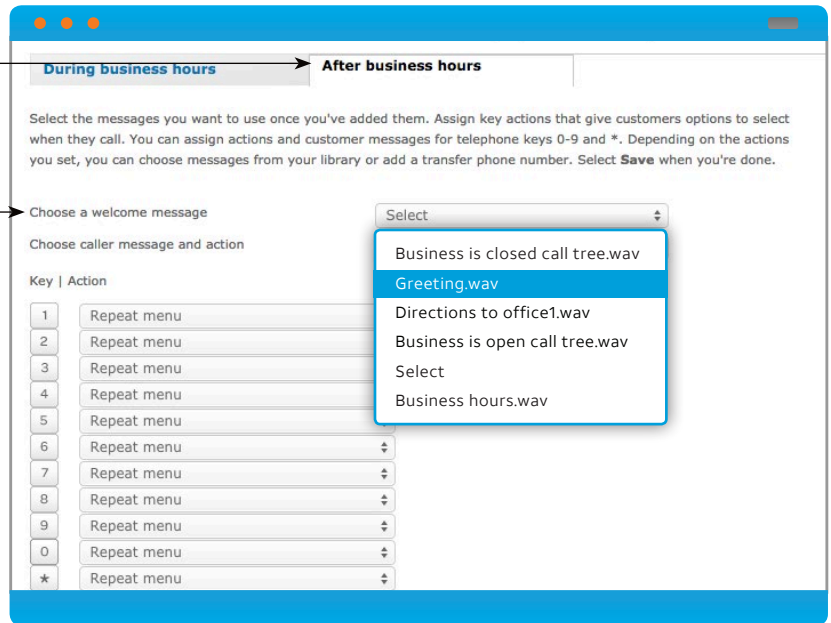
“Our offices are currently closed. Our regular business hours are Monday through Friday, 8 am to 6 pm and Saturday 11 am to 5 pm. Please press ONE to leave us a message and we will return your call the following business day.

- If your issue is urgent please press TWO to reach our emergency hotline.
- To repeat this menu, press any other key.
- To end this call simply hang up.”

Step

1

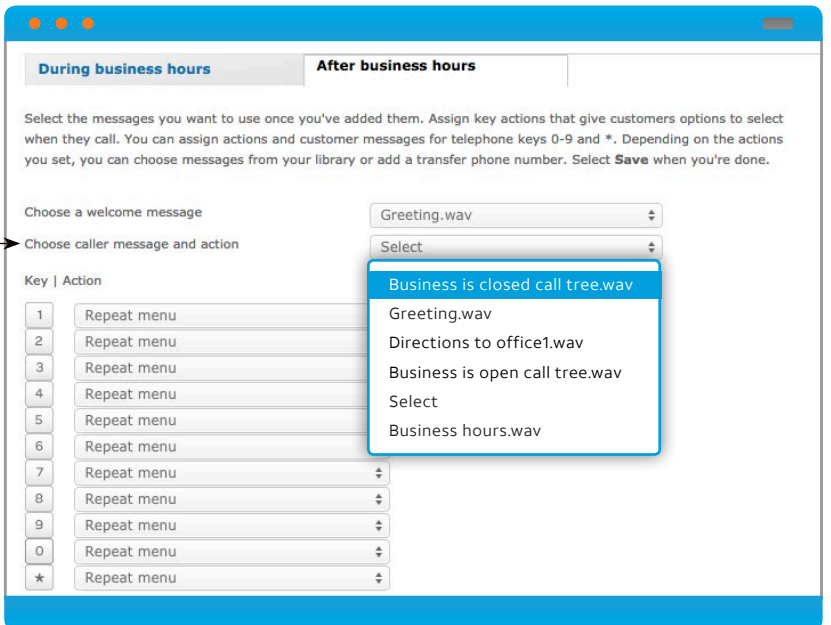
Select **After business hours** tab.



Step

2

Select the **welcome message** that you previously recorded.



Step

3

Select **Business is closed call tree.wav** from the drop down.



Step

4

*"Please press **ONE** to leave us a message and we will return your call the following business day."*

Assign **Transfer to voicemail** as the action to Key 1.

During business hours | After business hours

Select the messages you want to use once you've added them. Assign key actions that give customers options to select when they call. You can assign actions and customer messages for telephone keys 0-9 and *. Depending on the actions you set, you can choose messages from your library or add a transfer phone number. Select **Save** when you're done.

Choose a welcome message: Greeting.wav

Choose caller message and action: Business is closed call tree.wav

| Key | Action |
|-----|---|
| 1 | Repeat menu (dropdown open, Transfer to voicemail selected) |
| 2 | Repeat menu |
| 3 | Repeat menu |
| 4 | Repeat menu |
| 5 | Repeat menu |
| 6 | Repeat menu |
| 7 | Repeat menu |
| 8 | Repeat menu |
| 9 | Repeat menu |
| 0 | Repeat menu |
| * | Repeat menu |
| # | Repeat Menu |

Step

5_A

*"If your issue is urgent please press **TWO** to reach our emergency hotline."*

Assign **Transfer to phone number** as the action to Key 2.

During business hours | After business hours

Select the messages you want to use once you've added them. Assign key actions that give customers options to select when they call. You can assign actions and customer messages for telephone keys 0-9 and *. Depending on the actions you set, you can choose messages from your library or add a transfer phone number. Select **Save** when you're done.

Choose a welcome message: Greeting.wav

Choose caller message and action: Business is closed call tree.wav

| Key | Action |
|-----|--|
| 1 | Transfer to voicemail |
| 2 | Transfer to phone number (dropdown open, 4405554534 entered) |
| 3 | Repeat menu |
| 4 | Repeat menu |
| 5 | Repeat menu |
| 6 | Repeat menu |
| 7 | Repeat menu |
| 8 | Repeat menu |
| 9 | Repeat menu |
| 0 | Repeat menu |
| * | Repeat menu |
| # | Repeat Menu |

Step

5_B

This is where you will input the 10-digit phone number you would like all your **Emergency Hotline calls** transferred to after business hours.



Step

6_A

“To repeat this menu, press any key.”

Assign **Play a message & repeat menu** as the action to Key 3.

Step

6_B

Select **Business is closed call tree.wav** from the drop down.



Schedule Messages

Now you move to the Schedule messages section to set up the hours of operation for your business. You will be able to customize your business hours for each day of the week, which will tie directly to your call routing.

If you scroll down from either business hours tab you will see the Schedule messages tab. This is where the open and close hours of your business are set.

In the screen shot below, the times are set to the open and closed hours provided for the business example we have been using for this guide, given on **page 4**.

Business Attendant handles calls using the settings you define on the **During business hours tab**, which is for when your business is open.

During business hours

Business Attendant handles calls using the settings you define on the **After business hours tab**, which is for when your business is closed.

After business hours

Select the messages you want to use once you've added them. Assign key actions that give customers options to select when they call. You can assign actions and customer messages for telephone keys 0-9 and *. Depending on the actions you set, you can choose messages from your library or add a transfer phone number. Select **Save** when you're done.

Choose a welcome message: Greeting.wav

Choose caller message and action: Business is open call tree.wav

Schedule messages

The business attendant handles calls using the key actions you set for your open and closed hours. Customize your business hours for each day of the week. Until you change them, your business hours are set for 8:30 a.m. to 5 p.m., Monday through Saturday. Sunday times are set at n/a. Use n/a to keep the previous open or closed schedule selections you made. If opening and closing hours are the same each day, don't set days after Monday. Instead, check **Use Monday's hours for all days..**

| Day | Open | Closed |
|-----------|----------|---------|
| Monday | 8:00 AM | 6:00 PM |
| Tuesday | 8:00 AM | 6:00 PM |
| Wednesday | 8:00 AM | 6:00 PM |
| Thursday | 8:00 AM | 6:00 PM |
| Friday | 8:00 AM | 6:00 PM |
| Saturday | 11:00 AM | 5:00 PM |
| Sunday | n/a | n/a |



Business Attendant handles calls using key actions you set for open and closed hours. You are able to customize the business hours for each day of the week.



1

In the **Open** column, select the time your business opens on that day.

2

In the **Closed** column, select the time your business closes on that day.

Schedule messages

The business attendant handles calls using the key actions your set for your open and closed hours. Customize your business hours for each day of the week. Until you change them, your business hours are set for 8:30 a.m. to 5 p.m., Monday through Saturday. Sunday times are set at n/a. Use n/a to keep the previous open or closed schedule selections you made. If opening and closing hours are the same each day, don't set days after Monday. Instead, check **Copy Monday's hours for all days**.

| Day | Open | Closed |
|-----------|----------|---------|
| Monday | 8:00 AM | 6:00 PM |
| Tuesday | 8:00 AM | 6:00 PM |
| Wednesday | 8:00 AM | 6:00 PM |
| Thursday | 8:00 AM | 6:00 PM |
| Friday | 8:00 AM | 6:00 PM |
| Saturday | 11:00 AM | 5:00 PM |
| Sunday | n/a | n/a |

Copy Monday's hours for all days.



Check "Copy Monday's hours for all days" if the open and closed hours are the same each day. These hours can always be modified as needed. Select **n/a** for the day or days the business is not open.

3

Scroll to the top and select your time zone.

4

You're done! Turn on Business Attendant now.

Business attendant settings

Welcome to your business attendant. Use it to upload or create, assign, schedule, and manage your outgoing messages. Turning business attendant **ON** automatically turns sequential hunting and locate me **OFF**.

Business attendant ON OFF

My time zone Eastern

Set up messages

Use the **During business hours** tab to choose messages to customers when you're open. Use the **After business hours** tab to set messages to customers when you're closed.

Create & manage messages

Ready to add new messages? Choose **Message library** to upload audio files from your computer or record a new message from the phone number we'll call. Be sure to add at least 1 message to begin using your library.

Message library

During business hours **After business hours**



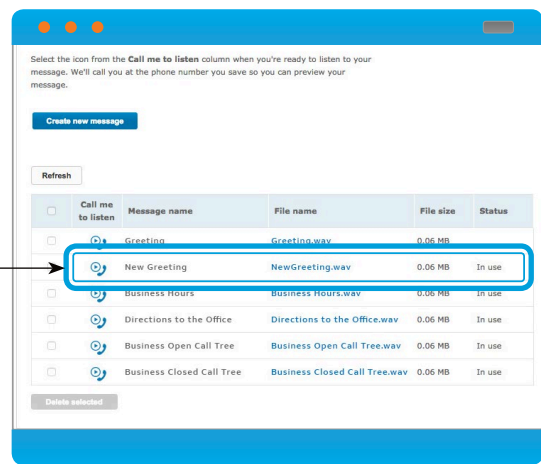
Managing Your Business Attendant

Changing Message Status

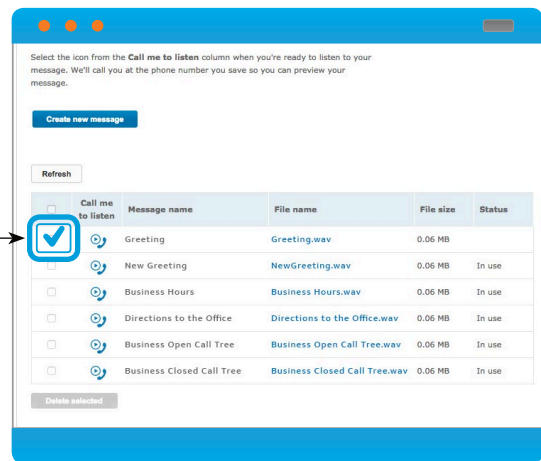
Your business decides to invest in a more professional recording, or maybe your business growth requires new, revised recordings. Once you have Business Attendant set up, this is how you can remove recordings that you no longer wish to use. Before you can delete a message file, you must unlink the file from the key it is assigned to. This will change the message status from “In use” to blank.

- 1 Record a new greeting. See the **Create Recorded Greetings/Messages** for further details.

- 2 Assign the new recorded greeting. See **Setting up Call Tree for During business hours** for further details.



- 3 Select the recording you would like to remove from the portal and click on the Delete button.



In this guide, we have given you the basics to set up Business Attendant. You will find additional benefits as you become more familiar with the portal. Anytime you need additional assistance, help is a phone call away **1-800-321-2000**.

