

# Inbound Calls

## Auto Attendant (IVR)

### Auto Attendant IVR

Auto Attendant is your virtual receptionist or IVR, that can greet all inbound calls and direct the caller to the department they require. Example: “Welcome to Our Company if you would like to speak to our customer service team press one, accounts press two....”

With Auto Attendant you can:

- Use time schedules to set when your auto attendant is to be active.
- Set a time for response time, before the Auto Attend message replays.
- Choose how many times to replay Auto Attend message, before the calls get directed to the number Auto Attend is set up on.
- Create a greeting only. Limit the Auto Attendant to a greeting message then use the call forward to route the call once the greeting message completes (see simple **Quick Guide - Greeting Only**).

### Quick Guide

#### Setting up Auto Attendant with Call Forwarding

1. Log in to your <https://portal.hero.co.nz> > Voice and select number you wish to set up Auto Attendant.
2. Select **Incoming Calls > Auto Attendant**.
3. Either record your Auto Attendant message by dialing \*22 or upload your recording in Media.
4. Set your time you want your Auto Attendant play.
5. Select the numbers you want to use for in your Auto Attendant. **Note:** If you are planning on using extension think about creating cohesion with your extension dialing numbers.
6. Click **Save settings** to update your settings (see Quick Guide - Simple Queue below).

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## Quick Guide

### Setting up Auto Attendant - Greeting Only

1. Log in to your <https://portal.hero.co.nz> > Voice and select number you wish to set up Auto Attendant.
2. Select **Incoming Calls > Auto Attendant.**
3. Set your Target numbers and time schedules.
4. Set Seconds to Wait: 2 Times to play: 1 (see screen shot below)
5. DO NOT set **forwarding numbers** within the AutoAttendant (see screen shot below)
6. Set Call Forward: Use Forwarding and trunking to route the call to the required function (eg Queue or SimRing)
7. Click **Save settings** to update your settings.

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