

AutoAttendant

Contents

1	OpenScape Office – Auto Attendant	3
1.1	General	3
1.2	"Classroom" infrastructure (e.g. Munich APT)	4
1.3	"Flying classroom" infrastructure (e.g. Munich APT)	5
1.4	Prerequisites	5
2	Auto Attendant	6
2.1	Exercise	6
2.1.1	Exercise 1: AutoAttendant - Scheduler	6
2.1.1.1	Solution: AutoAttendant - Scheduler	7
2.1.2	Exercise 2: CLI-based routing	13
2.1.2.1	Solution: CLI-based routing	14

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1 OpenScape Office – Auto Attendant

1.1 General

Use the following entries according to your exercise and infrastructure.

- "Classroom" infrastructure
or...
- "Flying Classroom" infrastructure

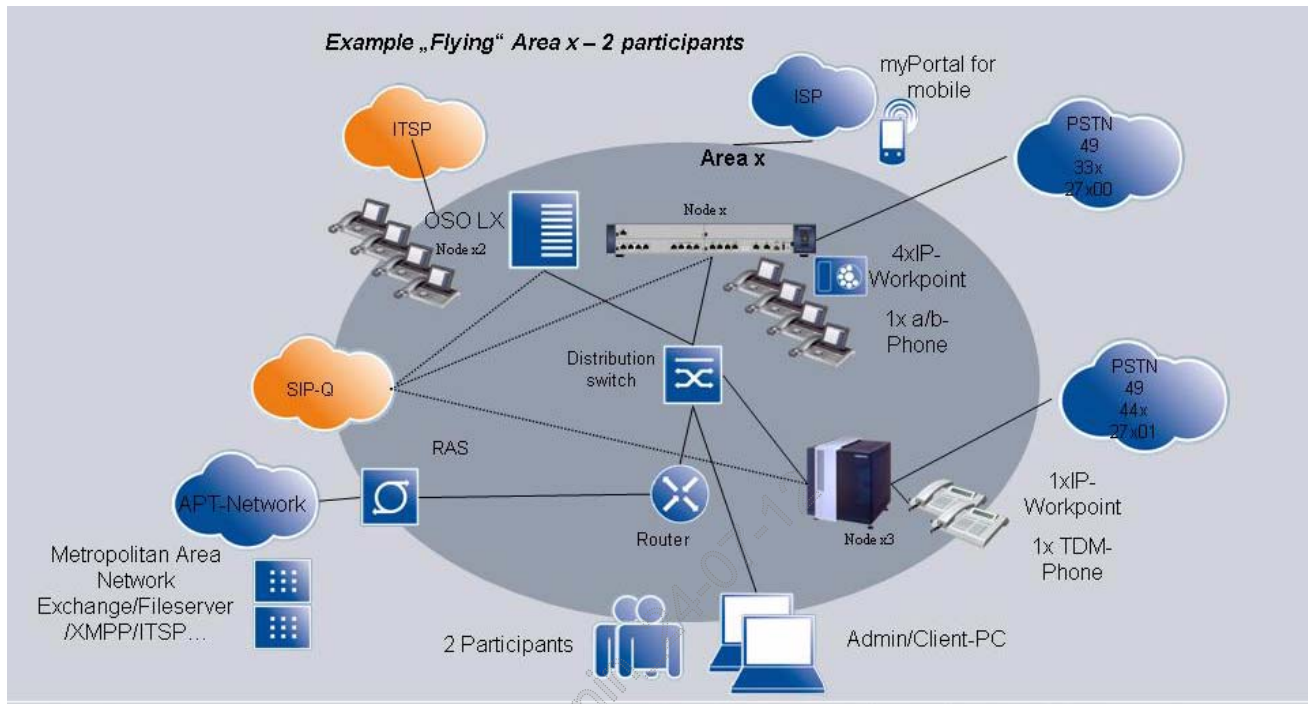
Aim:

Auto Attendant configuration - incl. exercise.

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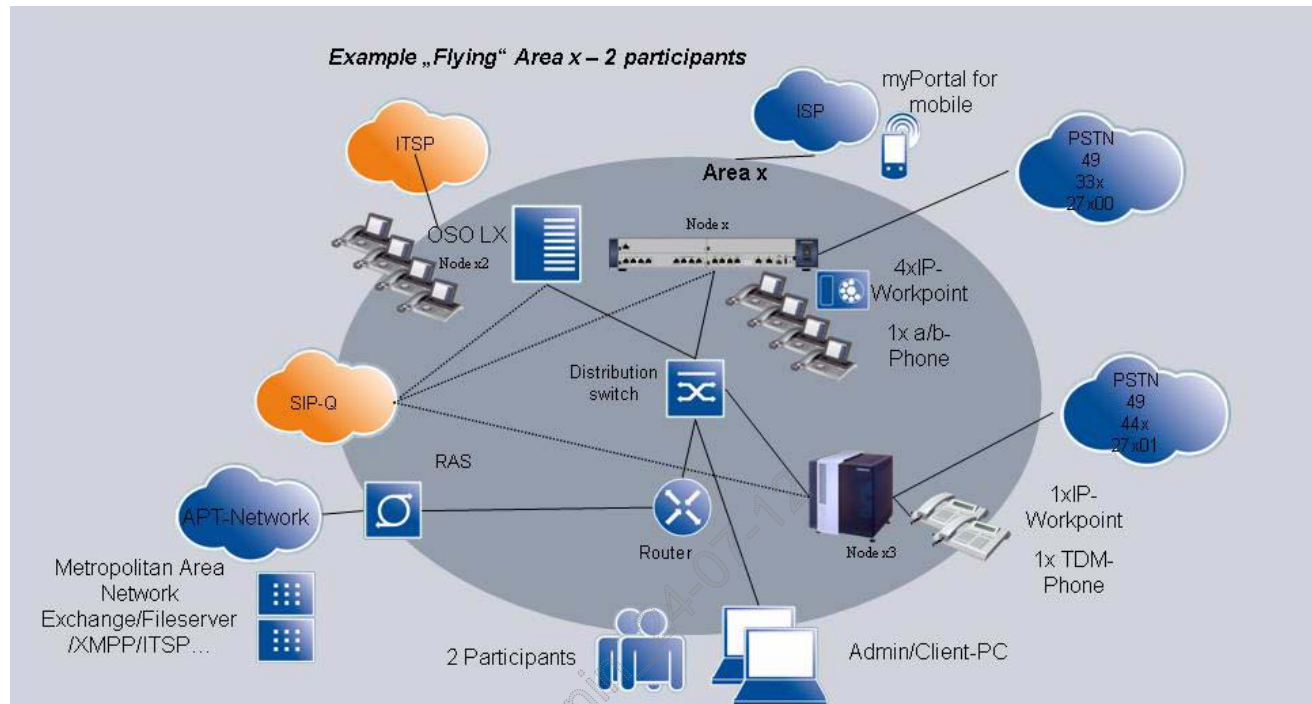
1.2 "Classroom" infrastructure (e.g. Munich APT)

Global infrastructure...



1.3 "Flying classroom" infrastructure (e.g. Munich APT)

Global infrastructure...



1.4 Prerequisites

The course participant can administer the system at the administrator level.

Laboratory environment: Please use the general Module III for numbering plans, IP addresses, routing environment etc.

Preconfiguration:

- Systems have been reloaded
- The system can be accessed via IP
- Basic installation has been carried out.

2 Auto Attendant

2.1 Exercise

The following exercises use examples to show the association between the Call Control Vector (CCV) - schedule - exceptions - calls in queue.

2.1.1 Exercise 1: AutoAttendant - Scheduler

Aim:

Configuration of the Auto Attendant function in OSO under: "Expert Mode -> Application Suite -> "OpenScape Office Recorder" and "Scheduler".

The Auto Attendant has to be configured as follows:

- "Record" center: Record individual greetings, applicable to the scenario.
Create a message e.g.: <You have reached the company. Press 1 for sales or for service, or just hold the line and leave a message after the tone>.
- "Scheduler":

Starting point:

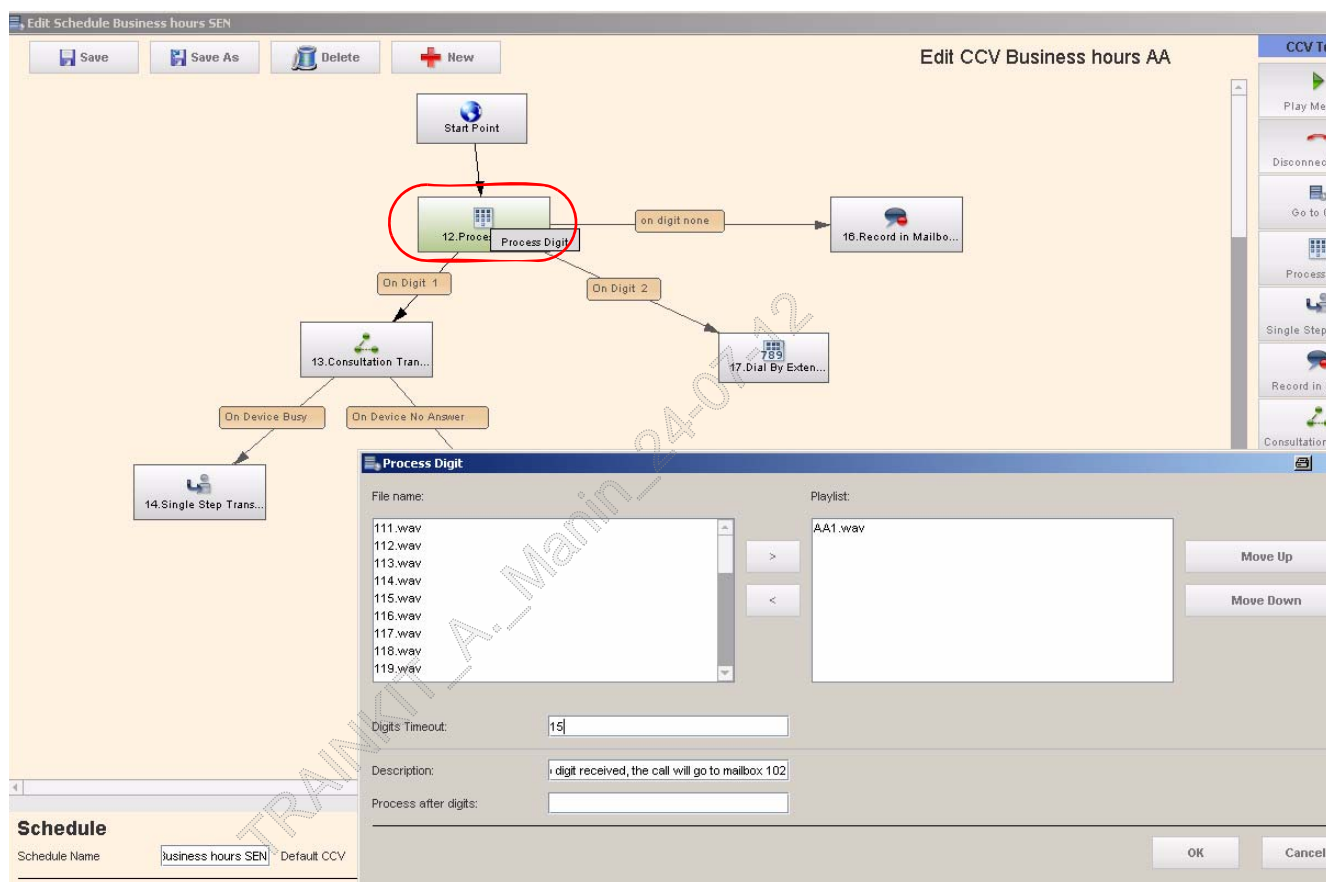
1. Create a CCV according to the following specifications:
 - > Company announcement - see Record Center
 - > "1" -> forwarded to ext: 101
If busy, the call will go to the attendant console
If no answer after 20 s, it will be forwarded to call number 111 (e.g. Group)
 - > Press "2" -> forwarding to individual mailbox
 - > If no digit received, the call will be forwarded to mailbox 102 after 15 seconds.
 - > Add exceptions for outside business hours...
 - > Configure a queuing mechanism that is accessible both internally and externally.
 - > Check the procedure of the CCVs - even in the future!

2.1.1.1 Solution: AutoAttendant - Scheduler

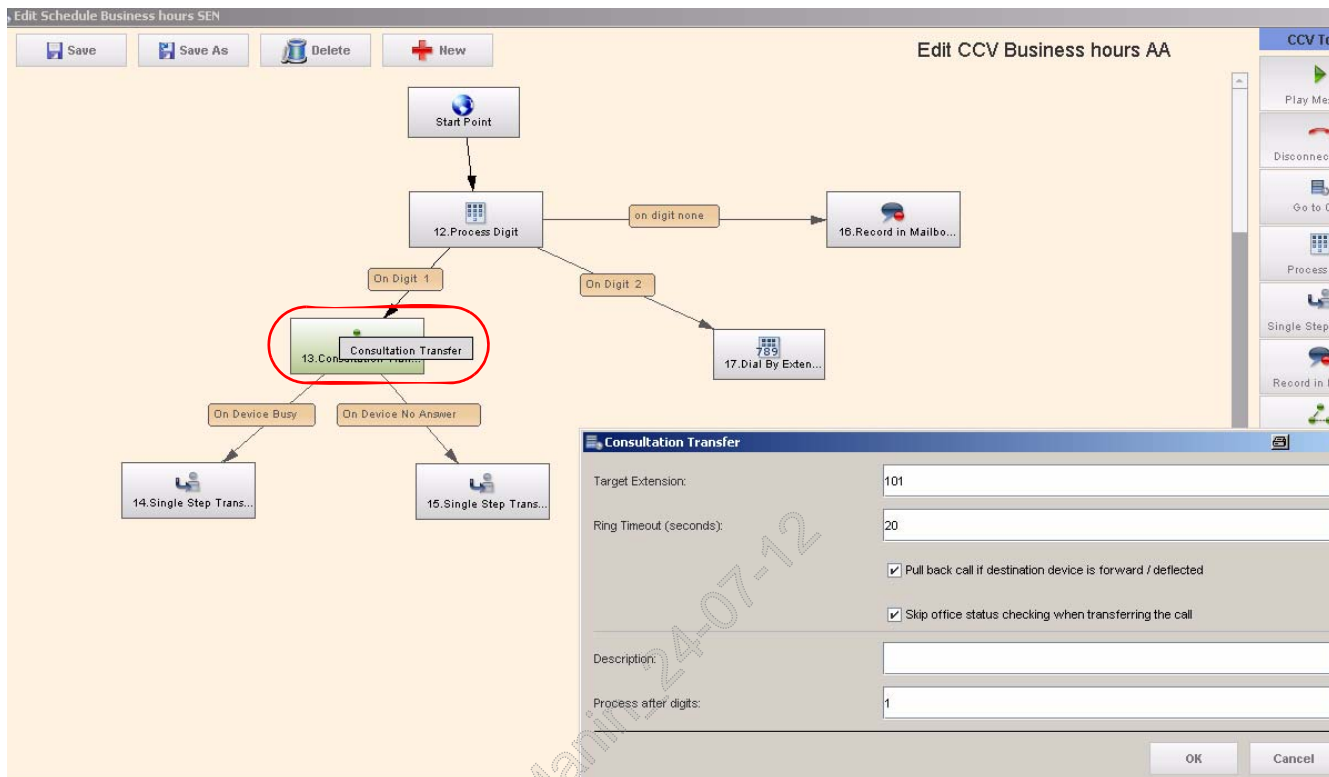
1. Create a new CCV in accordance with the specifications.

Company announcement - see Record Center - e.g. AA1.wav

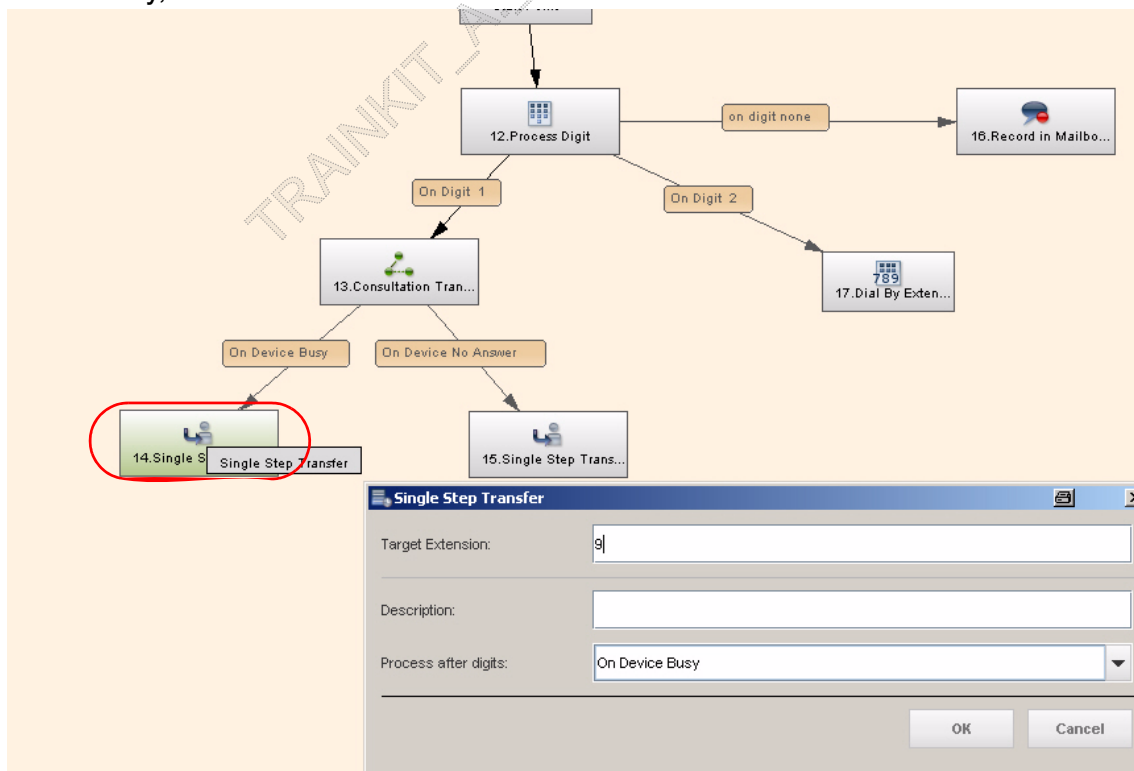
Digit Timeout - after 15 sec. "Record in Mailbox" 102



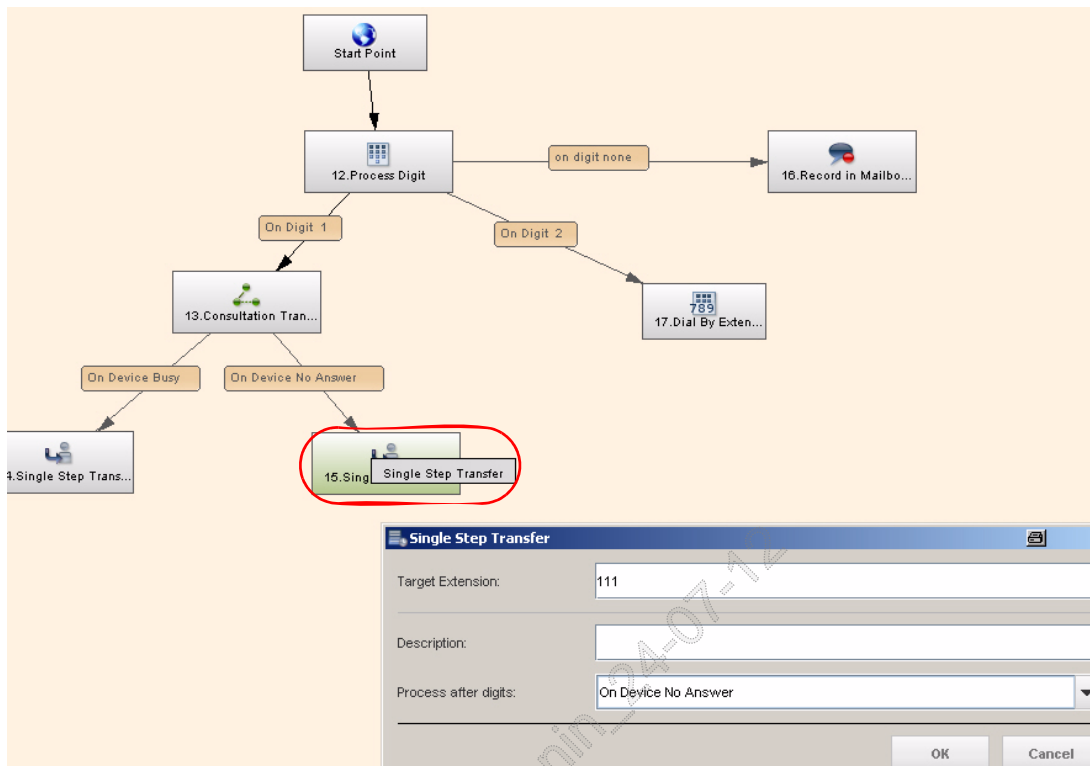
2. Press "1" -> forwarded to ext: 101



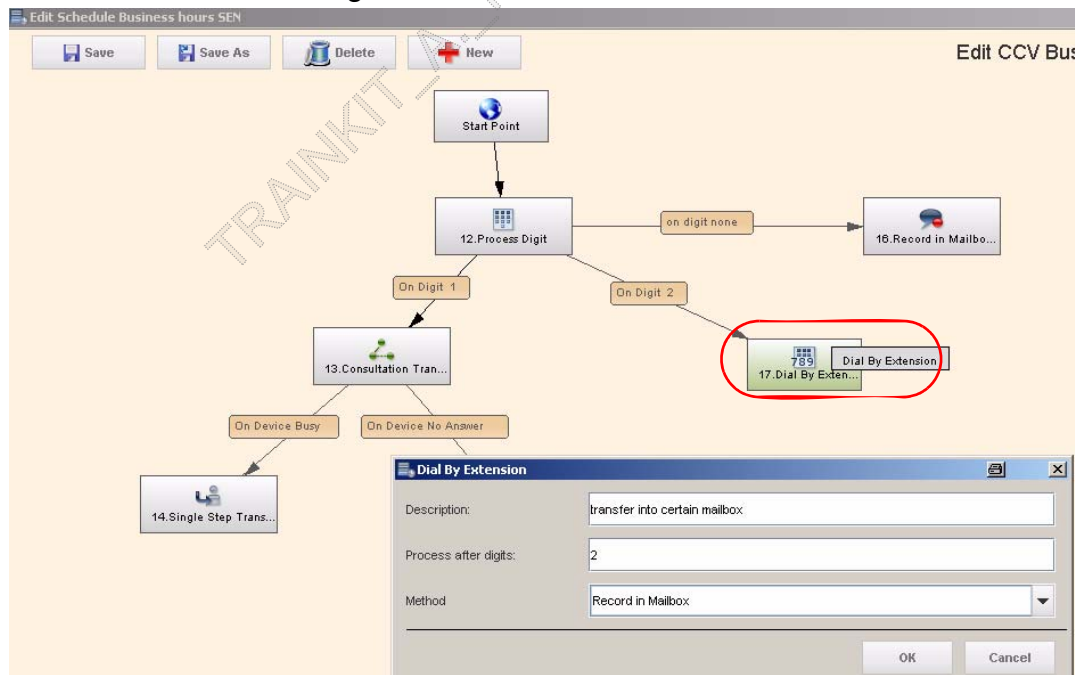
3. If busy, the call will be forwarded to the attendant console



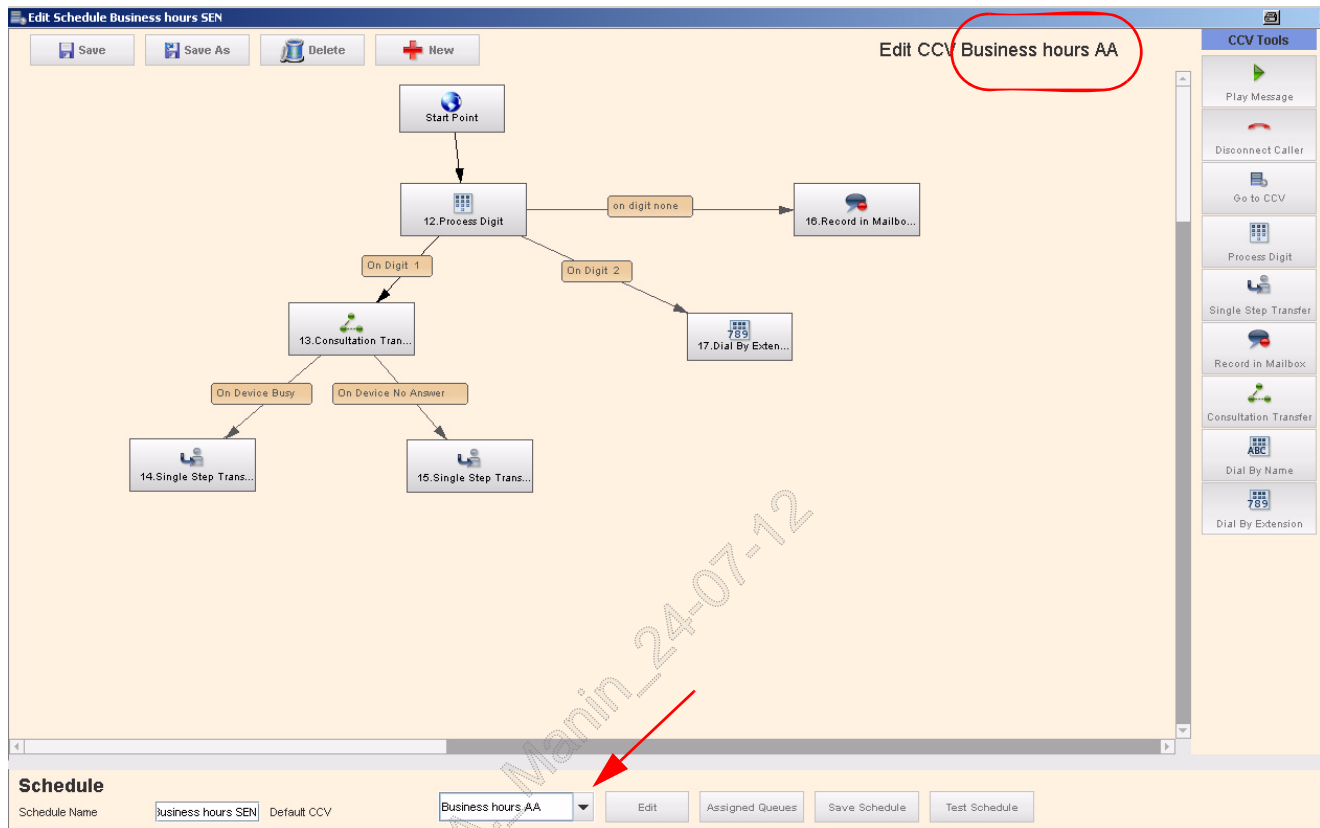
4. If no answer after 20 s, it will be forwarded to call number 111 (e.g. Group)



5. Press "2" -> forwarding to individual mailbox



6. Save this CCV under the name "Business hours AA"
Configure the scheduler name "Business hours SEN" and save it.



7. Add exceptions for outside business hours...

Edit Schedule Business hours SEN

Save Save As Delete New

Edit CCV play&disconnect

CCV Tools

- Play Message
- Disconnect Caller
- Go to CCV
- Process Digit
- Single Step Transfer
- Record in Mailbox
- Consultation Transfer
- Dial By Name
- Dial By Extension

Start Point

1.Play Message

2.Disconnect Ca...

Select days

Everyday Every Weekday Weekends

Monday Tuesday Wednesday

Thursday Friday Saturday

Sunday

Save Cancel

Schedule

Schedule Name business hours SEN Default CCV Business hours AA Edit Assigned Queues Save Schedule

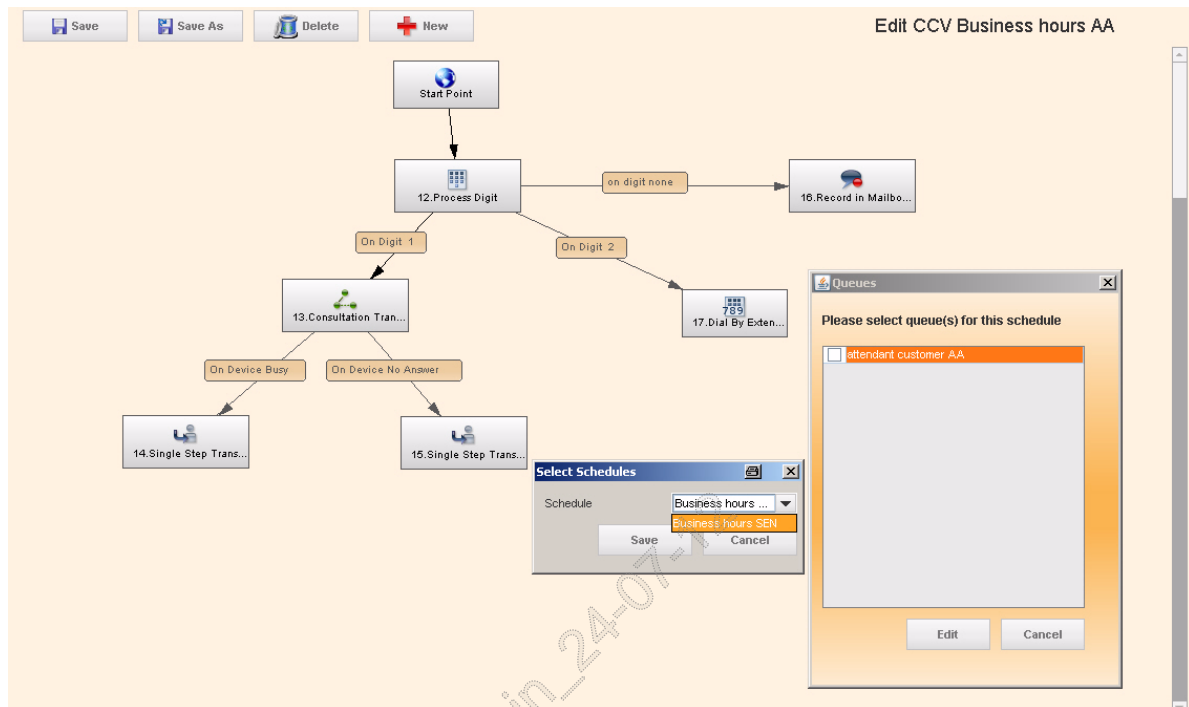
Exceptions

Add

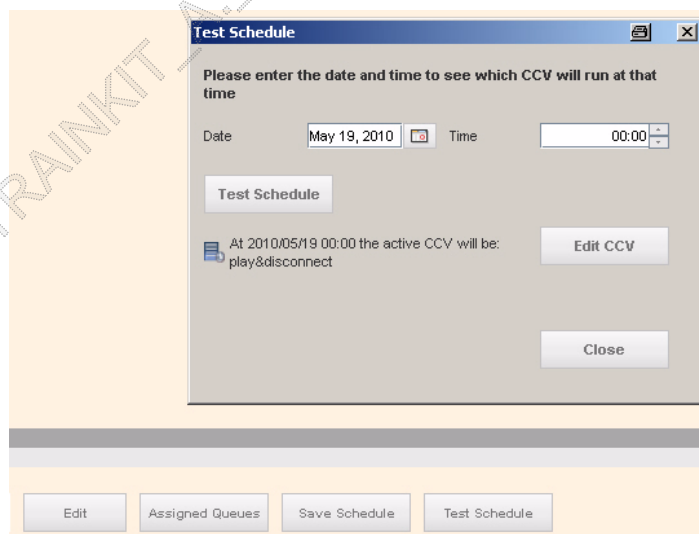
Description	play&disconnect	Edit	Start Time	End Time	Occurs Everyday
disconnect	play&disconnect	Edit	16:00	23:59	Occurs Everyday
play&discot	play&disconnect	Edit	00:00	07:59	Occurs Everyday

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8. Configure a queuing mechanism that is accessible both internally and externally. Use the name "attendant customer AA" and assign it to the scheduler "Business hours SEN".



9. Check the procedure of the CCVs - even in the future!



Check that the system is functioning properly.

Save the schedule as a PDF.

2.1.2 Exercise 2: CLI-based routing

Aim:

Callers are greeted by the voice mail in their national language and given the option to further connect individually.

Starting point:

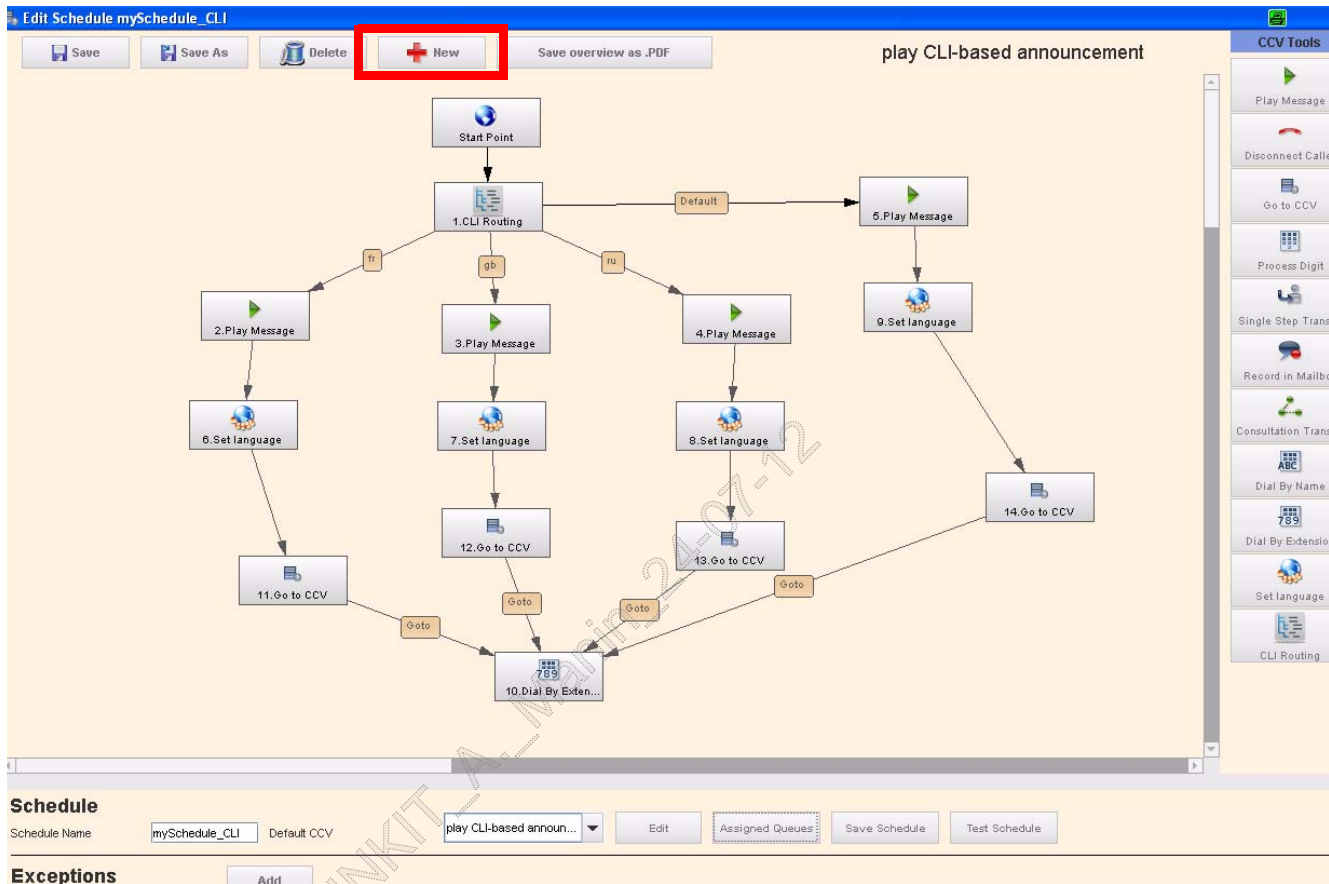
Create a CCV/schedule according to the following specifications:

- > A country-specific, individual greeting announcement should be played based on the CLI.
- > All other system prompts should be played in the respective language.
- > The caller should be given the option to connect to an extension.
- > A queue (=calls in queue) should be set up and assigned to a corresponding pilot call number.
- > The CCV should be saved as a .pdf and handed to the customer.

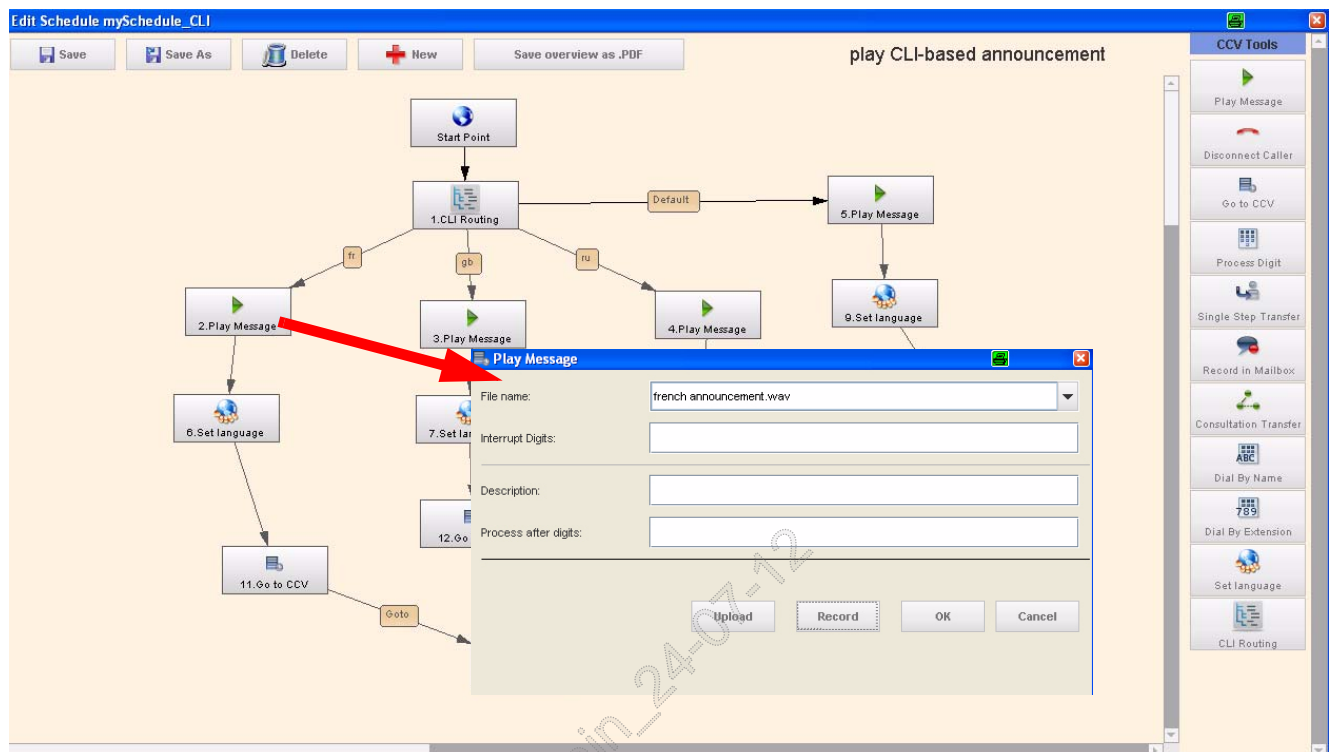
2.1.2.1 Solution: CLI-based routing

Create a CCV as explained in the following...

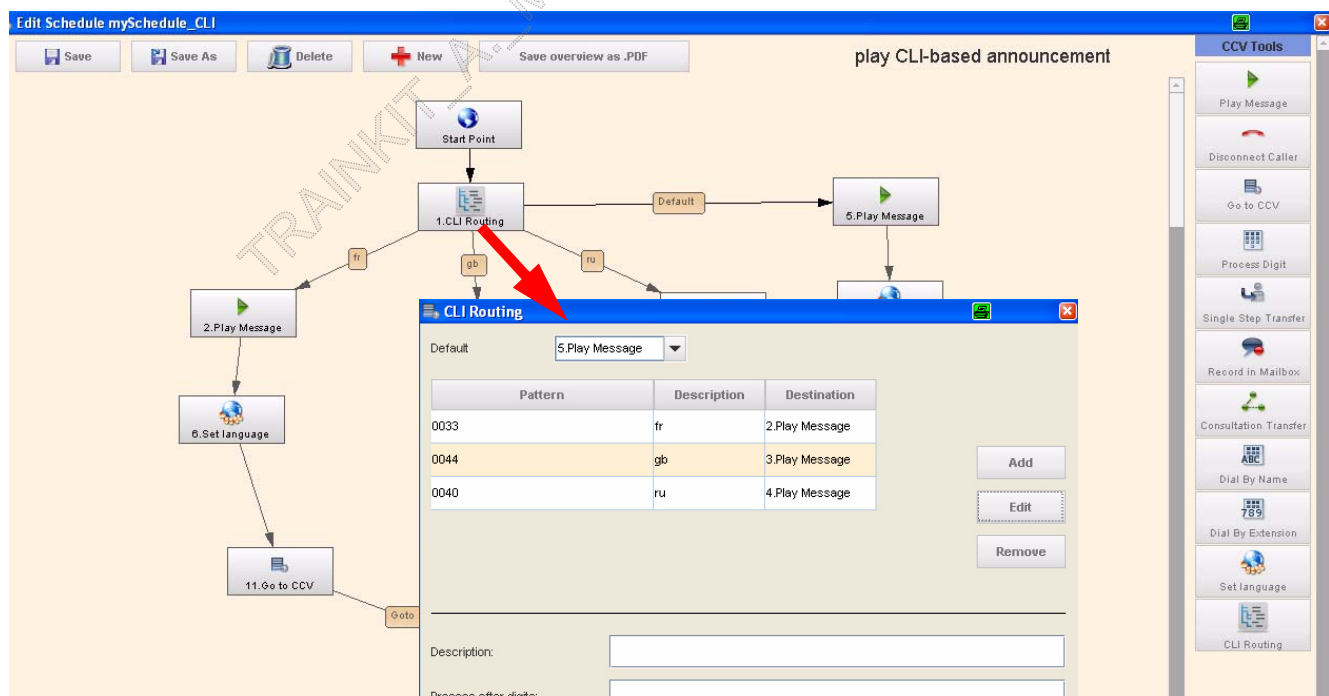
Overview:



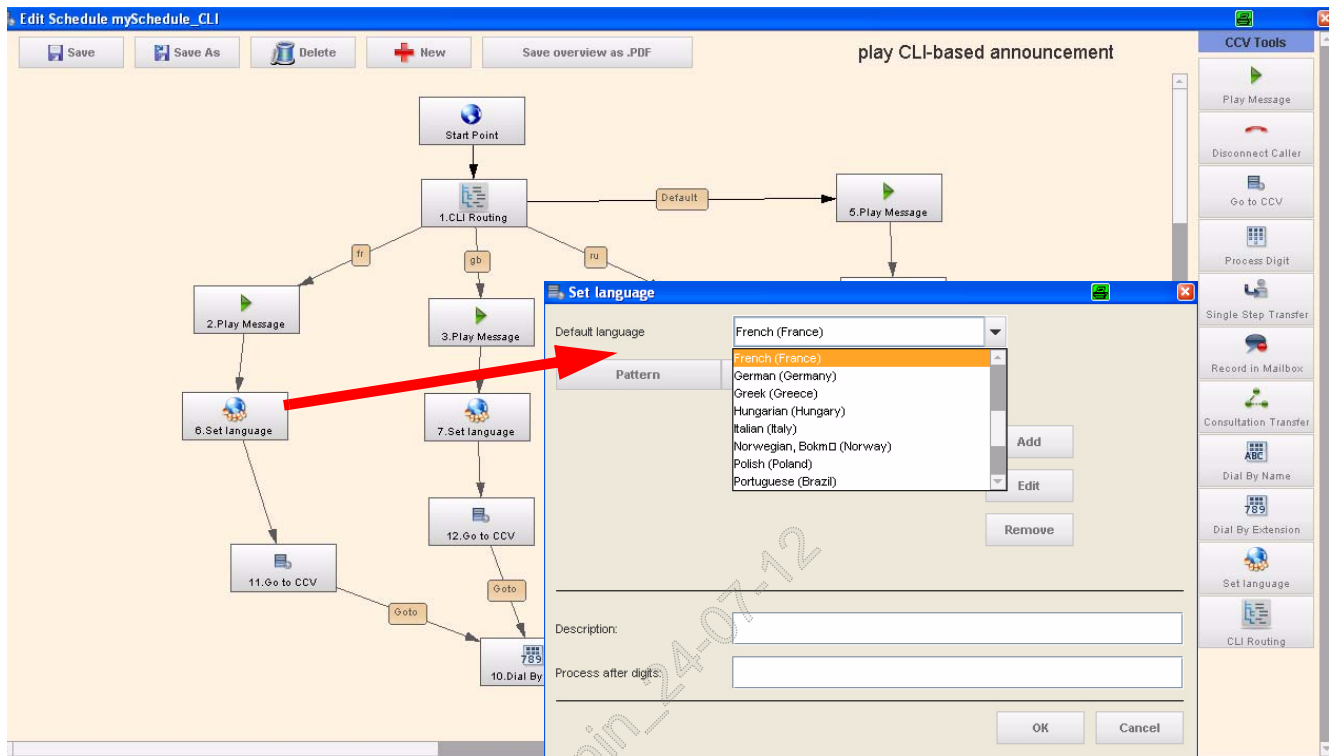
Start with "Play Message" - example for "French"....



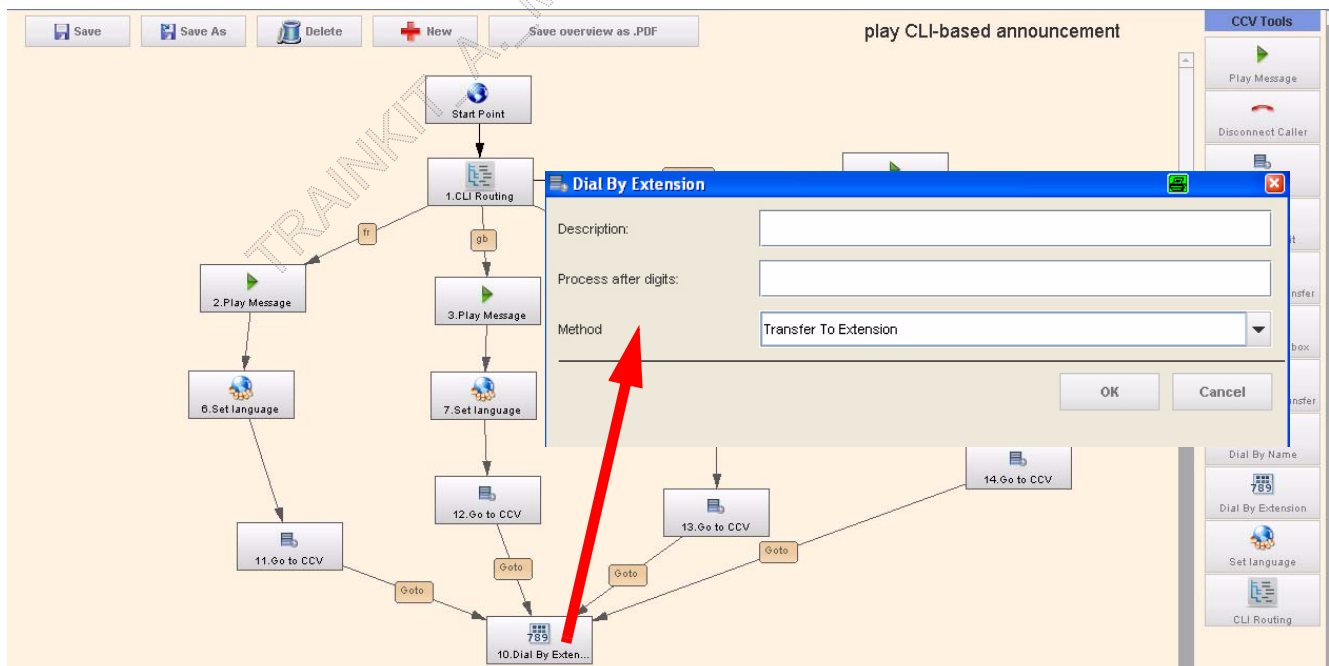
Link the "CLI Routing" to the desired languages...



All other system prompts are played in the respective language - "French", for example.



"Set language" > "Go to CCV" > "Dial by Extension" linking...



1. Save the CCV - example: "play CLI-based announcement".
2. Configure scheduler name - example: mySchedule_CLI.

3. Assign default CCV - the just created "play CLI-based announcement" in our example.
4. Assign queue and link to pilots.
5. Save the schedule

Optional: Add exceptions.

The screenshot shows the 'Edit Queue' dialog box in the Siemens AutoAttendant configuration tool. The dialog box has the following fields:

- Queue Name: CLI-Queue
- Queue Active: Active
- Schedule: mySchedule_CLI
- Pilot list: A list of pilot numbers from 27410 to 27421. Pilot 27410 is selected with a checkmark.

Below the dialog box, the 'Schedule' overview table is visible. The table has three columns: Schedule, Queue, and Pilot. The table contains the following data:

Schedule	Queue	Pilot
7410 Dial Plan	7412 Dial Plan	
myScheduleTest		
mySchedule_CLI	CLI-Queue	27410
richis 24 hours	Richis Queue,7413 Dial Plan,7411 Dial Plan,7414 Dial Plan	

Red arrows indicate the steps: 1.) Save, 2.) Save Schedule, 3.) Edit, 4.) Assigned Queues, 5.) Save Schedule.

Overview...

The screenshot shows the 'Overview...' table in the Siemens AutoAttendant configuration tool. The table has three columns: Schedule, Queue, and Pilot. The table contains the following data:

Schedule	Queue	Pilot
7410 Dial Plan	7412 Dial Plan	
myScheduleTest		
mySchedule_CLI	CLI-Queue	27410
richis 24 hours	Richis Queue,7413 Dial Plan,7411 Dial Plan,7414 Dial Plan	

A red arrow points to the 'Schedules' menu item in the left sidebar.