

SmartUC Auto Attendant Service Guide

This guide is designed to give you an understanding of the steps required to define auto attendant service for your main phone line



SmartUC Auto Attendant Service Overview

Auto Attendant is a Value Added Service (VAS) to the StarHub SmartUC service where the main phone line number needs to be subscribed and defined as the Auto Attendant service. Please check with your StarHub Account manager before subscribing.

The Auto Attendant service serves as an automated receptionist that answers the phone and provides a personalised message to callers. Callers have the option to connect to the operator, dial by extension, or connect to configurable extensions (for example, 1 = Marketing, 2 = Sales etc.).

SmartUC Auto Attendant can be used in standalone or multilevel configuration. For a standalone configuration, the service can transfer calls to another number, access extension dialing, access name dialing, or connect to the operator.

For a multilevel configuration, one auto attendant functions as the top-level (entry) service. From this level, other auto attendant(s) function at the departmental level. Finally, additional auto attendant(s) can function at the individual user level. Phone numbers in the dialing menu on an upper level lead to the phone numbers for auto attendants at the next level down.



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Services

Basic

[Auto Attendant](#)

Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.

[Call Park](#)

Enable users to park a call against their call park group and set call park attributes.

[Call Pickup](#)

Enable users to answer any ringing line in their call pickup group.

Administrators can either use the SmartUC web portal to record auto attendant greetings, or upload greetings via the dashboard, allowing messages to be updated remotely, anytime. Group administrators have full access rights to configure the Auto Attendant to meet the specific needs of their organization. Configurable options include:

- Allow/Disallow Direct Extension Dialing – Provides a function for callers to dial a known extension at any time to connect with the user, without additional prompts.
- Enterprise Wide or Site Specific Dialing Options – Refines the list of available users and extensions to include with the Internal dialing options.
- Schedule – Defines Days/Hours for normal business operations, as well as public holidays. Supports distinct greeting messages and routing actions for Business Hours vs. After Hours.
- Routing Actions/Policies

There are three components to configure your Auto Attendant:

- Define your work and holiday schedules
- Define Auto Attendant options and configurations for work and holiday schedules
- Prepare and upload recordings

1. Logging into Admin Portal

SmartUC Hosted Web Portal URL: <https://web.uc.starhub.com>



The screenshot shows a web browser window with the address bar containing <https://web.uc.starhub.com/Login/>. Below the browser, the SmartUC logo is displayed. Underneath the logo, there are two input fields: 'User ID' with the value '64937787' and 'Password' with a masked password '.....'. To the right of these fields is a blue 'Login' button.

Login Console

There are 2 types of login for the portal:

- a) Administrator login (One per Company)
- b) User login (For every user-number subscribed)

As the Administrator, you will receive an email (based on email provided in the StarHub SmartUC application form) before your services starts.

To log into the portal:

- Open any Web browser on your computer
- Enter the URL for your Portal: <https://web.uc.starhub.com>
 - Enter your Portal Admin Login ID and Admin Password provided via the email and SMS,

Login ID: UCAXXXXX@uc.starhub.com (Admin log in)
(eg UCA110123@uc.starhub.com)

Password: eg [12Ax56](#) (Alphanumeric)

2. Define your work and holiday schedules

The Auto Attendant uses two schedules – a “business hours” and “holiday” schedule – to determine whether to apply Auto Attendant options defined for the business hours or after hours mode. During a holiday schedule, callers will be routed based on After Hours settings.

To run the same Auto Attendant greetings and options at all times of the day (i.e. one mode 24x7), you do not need to modify your site schedules. Configure your Auto Attendant settings so that each keypad has the desired action assigned to it. When you assign each action in Keypad settings, check the “Duplicate for after hours” radio button for each keypad.

3. Define Auto Attendant options

Configure your Auto Attendant using My Site -> Site Services – Auto Attendant. If your site has multiple Auto Attendants, you will see multiple rows displayed in this dialog. Select the Auto Attendant you wish to configure.

- Auto Attendant Name: By default, the phone number assigned to the Auto Attendant will be displayed in the Auto Attendant Name field. Replace the default number by entering a name for your Auto Attendant. Create a name that reflects the purpose of this specific auto attendant. E.g. “Main Line Auto Attendant.”
- Extension: If desired, modify the Extension assigned to the Auto Attendant.
- Enable Extension Dialing: Select this checkbox to enable or disable extension dialing without selecting a menu item. This feature, when enabled, allows callers to reach users by dialing their extension anytime during the Auto Attendant greeting. This can be enabled or disabled for business hours, after hours, or both.
- Time schedule: Select the desired Time and Holiday schedule for this Auto Attendant.
- Dialing Options:
 - Enterprise: If this option is selected, callers who reach the Auto Attendant and choose to dial by name or extension will be able to reach any user at any location within the entire company (i.e across sites).
 - Site: If this option is selected, callers who reach the Auto Attendant and choose to dial by name or extension will be able to reach any user located at the specific site associated with this Auto Attendant.
- Click on the Save button to save changes made in this section.

4. Configure Auto Attendant Keypad Settings



Group > Auto Attendant : AAStarHubEBGGroup

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Business Hours Menu

Configure the automated receptionist greeting prompt and dialing menu to be used during business hours.

OK Apply Cancel

Business Hours Greeting:

- Default Greeting
- Personal Greeting
- Audio:

Menu Options:

- Enable first-level extension dialing

Key	Description	Action
0	<input type="text" value="group operator"/>	<input type="text" value="Transfer to operator"/>
1	<input type="text" value="dial by extension"/>	<input type="text" value="Extension dialing"/>
2	<input type="text" value="dial by name"/>	<input type="text" value="Name dialing"/>
3	<input type="text" value=""/>	<input type="text" value="---"/>
4	<input type="text" value=""/>	<input type="text" value="---"/>
5	<input type="text" value=""/>	<input type="text" value="---"/>
6	<input type="text" value=""/>	<input type="text" value="---"/>
7	<input type="text" value=""/>	<input type="text" value="---"/>
8	<input type="text" value=""/>	<input type="text" value="---"/>
9	<input type="text" value=""/>	<input type="text" value="---"/>
*	<input type="text" value=""/>	<input type="text" value="---"/>
#	<input type="text" value=""/>	<input type="text" value="---"/>

Note: Callers who do not indicate a transfer option will be forwarded to the operator.

OK Apply Cancel

The options available for each keypad option are:

- Not Used: The default when an action has not been select for that digit or character.
- Transfer to External Number, with or without prompt: Routes callers to a configured phone number that is not a user or extension within the company.
- Transfer to Operator: Routes callers to a configured operator. The designated operator will receive all calls that time out if the caller does not choose an option from the Auto Attendant.
- Dial by Name: Enables callers to dial by a recipient's name.
- Dial by Extension: Enables callers to dial by a recipient's extension.
- Repeat Menu: If selected, this option will repeat the greeting and menu options.
- Exit Menu: Allows a caller to exit the menu system. This will terminate the call.

- **Transfer to Voice Mail:** Routes callers directly to the voice mailbox of the extension entered in the Transfer To field.
- **Transfer to Internal Number, with or without prompt:** Routes callers to any user's phone number within the company. Optionally, you can elect to play a message prompt before the transfer is placed. This message is the playback of the user's name as recorded in the voice mailbox.
- **Transfer to Extension, with or without prompt:** Routes callers to a configured extension. Optionally, you can elect to play a message prompt before the transfer is placed. This message is the playback of the user's name as recorded in the voice mailbox.

5. Record / Manage Auto Attendant Greetings

There are two ways to upload your Auto Attendant greetings.

- Record greetings using the software / tool of your choice, then upload the resulting file into your Auto Attendant using My Site -> Site Services -> Auto Attendant -> Edit Auto Attendant -> "Greetings" Tab
 - For greeting files to properly upload, they must be saved as a .wav file in CCITT u-Law with 8.000 kHz, 8 bit Mono attributes. Using a basic sound converter will allow you to save your .wav file in this format.
 - If you have existing greeting files in this format, you can upload them as is to your Auto Attendant.
- Record greetings using the site Voice Portal. This option is available to users that have the Voice Portal administrative password. Call into the Voice Portal and log in to the Voice Portal extension with the admin password. Once logged in with administrative access, you can listen to current greetings, revert to the default greeting, or record a new Busy or After Hours greeting.