

# Technical Questions

## Auto Attendant to a Call Queue

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### Solution Summary

The solution links the main office number to an Auto Attendant which links to a Call Queue following completion of the Auto Attendant greeting.

- **Auto Attendant:** In this solution example the Auto Attendant has no other forwarding numbers (eg dial 1 for sales, 2. for support etc)
- **Forward:** In this example once the Auto Attendant message completes we have set it to a Call Forward always which in turn directs it our Call Queue.
- **Call Queue:** Call Queue's require another system on-net number to operate.

Inbound Calls

Auto Attendant

Create your own auto-attendant prompts for callers

[Click here to record your Auto Attendant message now](#)

☒ Enable auto attendant feature on this line

Play your auto-attendant message: At all times

2 seconds to wait for a response from caller after playing auto-attendant message

1 times to play your auto-attendant message

☒ Connect to your number as normal on timeout or if an invalid digit is entered (i.e. no forwarding number)

Digit 1 forwarding number:

Digit 2 forwarding number:

Digit 3 forwarding number:

Digit 4 forwarding number:

Digit 5 forwarding number:

Digit 6 forwarding number:

Digit 7 forwarding number:

Digit 8 forwarding number:

Digit 9 forwarding number:

☐ Support extension dialing through this IVR (e.g. if you know the extension you wish to call press 10 now)

Digit 10 menu to prompt for extension dialing: Digit 10

3 Maximum number of digits for extension dialing when prompted through IVR (1,000 digits max)

# Technical Questions

Support IPNO 425620005 4 8138018633 \$1,256.75 Login

Send callers to a call queue while your agent is busy.

☒ Call Queuing Enabled on this line

Enable queuing: At all times

Queueing Strategy: (Ring All - Simultaneously ring all of them)

0 Maximum Queue Length - Maximum number of callers allowed in the queue at any time (0 means unlimited)

10 Agent Timeout - How many seconds to let the agent phone ring before it is considered a timeout

0 Retry timer - How many seconds to wait before trying an agent again

0 Wrapup Time - How many seconds after a successful call to wait before allowing an incoming caller that agent

90 Queue Position Announcement - How often in seconds to announce queue position and/or estimated holdtime to caller (Specify 0 to turn these announcements off)

90 Periodic Announcement Frequency - How often to play the "Thank you for holding" message (Specify 0 to turn these announcements off)

0 Queue Timeout - How many seconds a caller can be left in the queue (0 for no time limit). Callers will continue through call log once exiting the queue.

Queue Identifier - Text displayed in front of the Caller ID information when the call is delivered to an agent via this queue:

Should we include estimated hold time in position announcements?

Should we report the holdtime of the caller to the agent before connecting the call?

Agent 1:

Agent 2:

## Things to consider when setting up Call Flow

- **Call Flow Priority:** All calls into our platform flow logically through a Call Flow priority. For example implementing Call Rejection as the highest priority will prevent any other feature from initiating such as Auto Attendant.
- **Internal Call transfers:** Calling between numbers held on the account are classified as 'on-net' calls and are £0.00 rated (free). Any calls to off-net numbers such as mobile, premium or numbers held by other telcos are charged per your standard calling terms.
- **Internal Extn:** Both the Auto Attendant and Call Queue require additional DID.
- **Testing:** Spend a few minutes to incrementally building your Call Flow taking time to test each stage as you go. Using the sample Call Flow above first create your Auto Attendant linking simply linking to each number. Once you've got that going test each call flow as you build up your rules.

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