Please use this worksheet to help us ensure that your Auto Attendant is routing your inbound calls correctly. Auto Attendant information and setup can be found at:
https://cp.serverdata.net/KB/Article/37690

SCHEDULING

Please note your business hours here. This document will then walk you through determining what happens on incoming calls during business hours and outside of business hours.

DAY OF WEEK	BUSINESS HOURS
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

BUSINESS HOURS

During business hours, If you want a phone or phones to ring (i.e. receptionist) before playing a recorded greeting, then please enter the extension(s) here:

If the Auto Attendant goes to a greeting immediately or a greeting plays after a receptionist doesn't answer, what should the greeting say?

Example: Thank you for calling [company name], press 1 to reach Customer Service. Press 2 to reach our Billing Department. Press 0, or hold on the line, to reach the Receptionist.

Please input your desired key press options here for BUSINESS hours

KEY PRESS	ACTION	NOTES
1		
2		
3		
4		
5		
6		
7		
8		
9		
0		
*		
#		

EXAMPLE "Action" is group call is routed to (i.e. Sales). Under "Notes" enter user(s) call should be routed to (i.e. ext 102,Karen,Etc.)

Note: If using a sub-menu, use page 4 of this document to complete your sub-menus.

If the greeting ends and nothing is pressed, enter an available action: _____

Available Actions:

Fwd to Hunt Group	Fwd to User	Route calls to User Voice Mail	Fwd to Auto Attendant Voicemail	Fwd to Company Voicemail	Fwd to Auto Attendant
Fwd to sub Menu	Repeat Greeting	Dial by Name	Fwd to External Phone Number	Hang Up	

AFTER HOURS

During after hours, If you want a phone or phones to ring (i.e. receptionist) before playing a recorded greeting, then please enter the Extension(s) here:

_____

If the Auto Attendant goes to a greeting immediately or a greeting plays after a receptionist doesn't answer, what should the greeting say?

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Example: Thank you for calling [company name], press 1 to reach Customer Service. Press 2 to reach our Billing Department. Press 0, or hold on the line, to reach the Receptionist.

Please input your desired key press options here (for after hours only):

KEY PRESS	ACTION	NOTES
1		
2		
3		
4		
5		
6		
7		
8		
9		
0		
*		
#		

Note: If using a sub-menu, use page 4 of this document to complete your sub-menus.

If the greeting ends and nothing is pressed, enter an available action: _____

Available Actions:

Fwd to Hunt Group	Fwd to User	Route calls to User Voice Mail	Fwd to Auto Attendant Voicemail	Fwd to Company Voicemail	Fwd to Auto Attendant
Fwd to sub Menu	Repeat Greeting	Dial by Name	Fwd to External Phone Number	Hang Up	

SUB-MENU #1 SETUP (OPTIONAL)

If you have configured one or more sub-menus in your business hours or after hours menu key press options, then use this page to setup the sub-menus:

Sub-Menu Name: _____
Sub-Menu Greeting:

Example: You have reached the Billing Department. Please press 1 for making a payment, press 2 for account information, or hold on the line for a Billing representative.

Please input your desired key press options here (for your sub-menu):

KEY PRESS	ACTION	NOTES
1		
2		
3		
4		
5		
6		
7		
8		
9		
0		
*		
#		

If the greeting ends and nothing is pressed, enter an available action: _____

Available Actions:

Fwd to Hunt Group	Fwd to User	Route calls to User Voice Mail	Fwd to Auto Attendant Voicemail	Fwd to Company Voicemail	Fwd to Auto Attendant
Fwd to sub Menu	Repeat Greeting	Dial by Name	Fwd to External Phone Number	Hang Up	

SUB-MENU #2 SETUP (OPTIONAL)

If you have configured one or more sub-menus in your business hours or after hours menu key press options, then use this page to setup the sub-menus:

Sub-Menu Name: _____

Sub-Menu Greeting:

Example: You have reached the Billing Department. Please press 1 for making a payment, press 2 for account information, or hold on the line for a Billing representative.

Please input your desired key press options here (for your sub-menu):

KEY PRESS	ACTION	NOTES
1		
2		
3		
4		
5		
6		
7		
8		
9		
0		
*		
#		

If the greeting ends and nothing is pressed, enter an available action: _____

Available Actions:

Fwd to Hunt Group	Fwd to User	Route calls to User Voice Mail	Fwd to Auto Attendant Voicemail	Fwd to Company Voicemail	Fwd to Auto Attendant
Fwd to sub Menu	Repeat Greeting	Dial by Name	Fwd to External Phone Number	Hang Up	