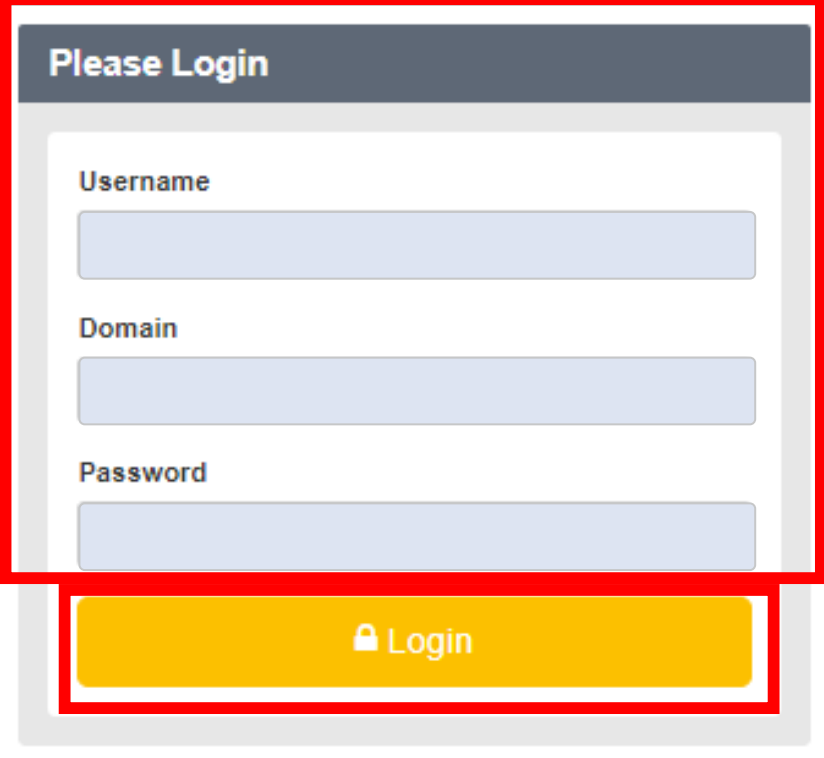


**xln** | cloud voice

# Auto Attendant Set Up Guide

You will have received username and password and a link to the Cloud Voice portal via email from a member of the XLN team.

**Log-in** to the portal using the link, username and password provided.




The screenshot shows a login form titled "Please Login". It contains three input fields: "Username", "Domain", and "Password". Below these fields is a yellow "Login" button with a lock icon. Red boxes highlight the input fields and the login button.

Please Login

Username

Domain

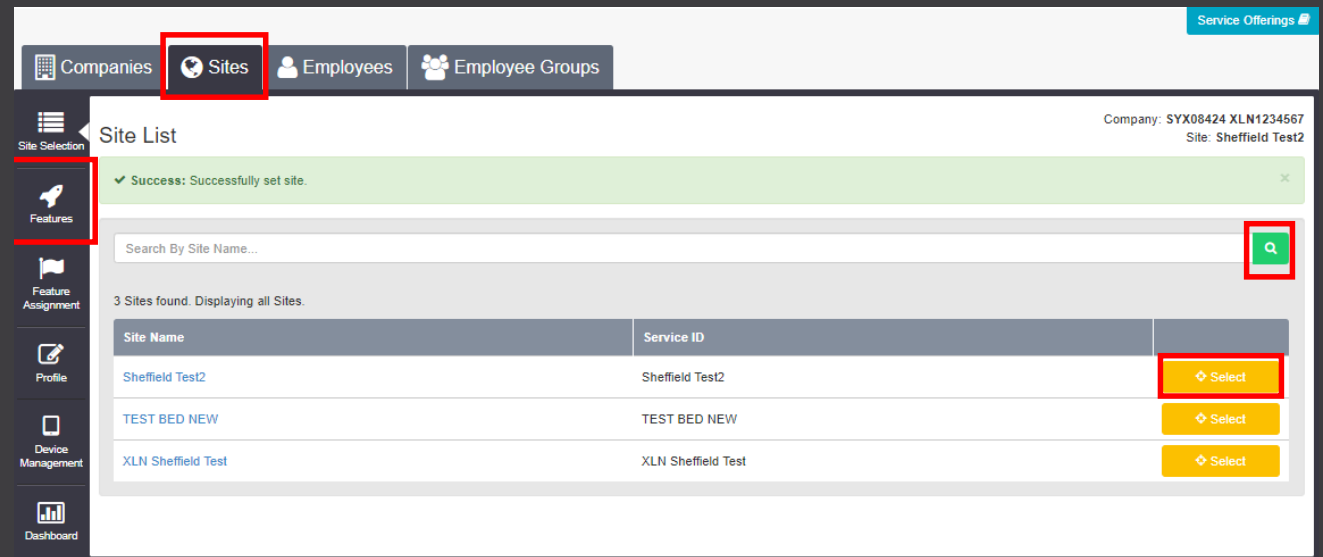
Password

 Login

Once you have logged in, click **Sites** on the top navigation bar followed by the **green search button**.

You should then see the name of the site that has been created for you.

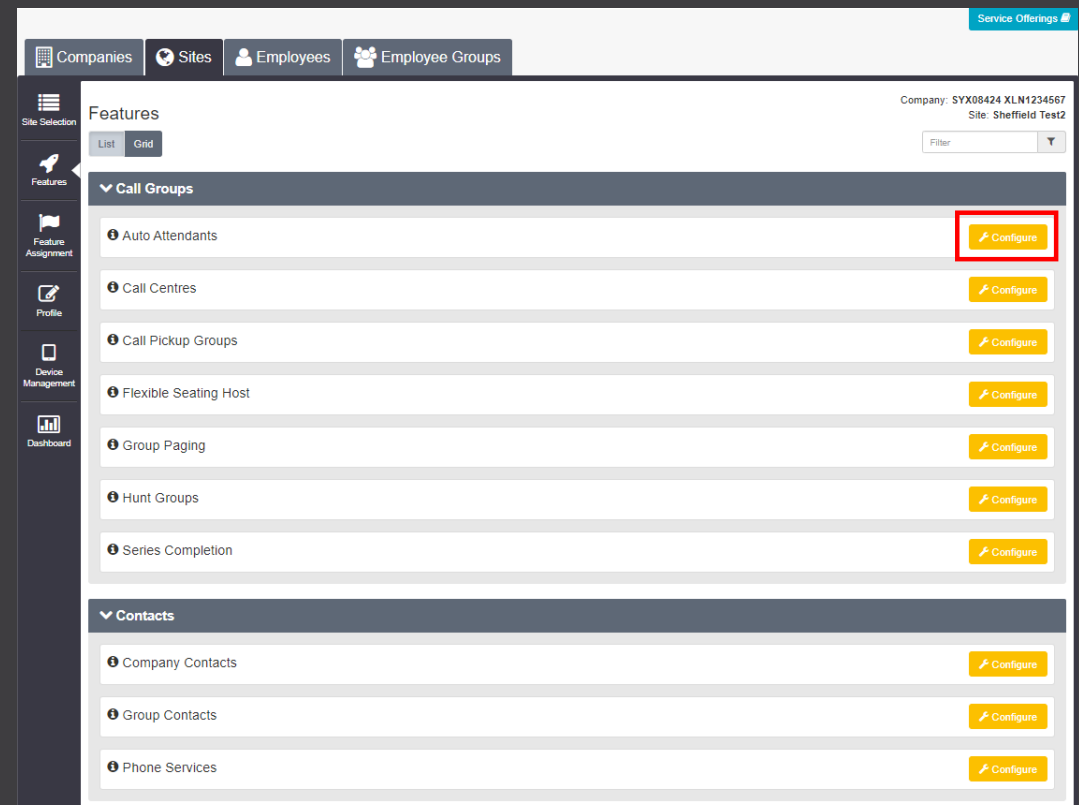
Choose the site name by pressing the **Select** button and then click the **Features** button on the navigation bar on the left.



On the features list, you will see **Auto Attendants**.

This is a menu system that allows callers to select from different options to speak to a specific person/department.

Click **Configure** next to Auto Attendants.



Click on **Add**.

The screenshot displays the 'Auto Attendants' configuration page. At the top, there are navigation tabs for 'Companies', 'Sites', 'Employees', and 'Employee Groups'. A 'Service Offerings' button is located in the top right corner. The main content area is titled 'Features > Auto Attendants' and includes a breadcrumb trail 'Site Feature Settings / Auto Attendants'. Below this, there is a section for 'Auto Attendants' with a '+ Add' button highlighted by a red box. A table with columns for 'Status', 'Name', 'Directory Number', and 'Extension' is shown below the button, with the message 'No Auto Attendants Found' underneath. A 'Cancel' button is also visible at the bottom of the main content area.

Status	Name	Directory Number	Extension
No Auto Attendants Found			

Input an ID for the menu to be called and also enter the Name, Caller ID First/Last Name. These details are what will show when a caller comes through from a menu.

On the dropdown for **Directory Number**, select the number you wish to have on the menu. Please note, you may have to contact XLN to complete the initial work for the service to be set up.

On the dropdown for **Feature Package**, select **Auto Attendant Plus** and click **Save**.

At the top of the screen, you will see an 'Ok' button, click on this pop-up.

The screenshot displays the 'New Auto Attendant' configuration page. The interface includes a top navigation bar with 'Companies', 'Sites', 'Employees', and 'Employee Groups'. The main content area is titled 'Features > Auto Attendants' and contains a form for creating a new auto attendant. The form fields are as follows:

- Attendant ID:** Testmenu @1234567.xln
- Name:** Inbound
- Caller ID First Name:** Menu
- Caller ID Last Name:** Calling
- Directory Number:** +44 114 6980015
- Extension:** 0015
- Feature Package:** Auto Attendant Plus
- Name Dialling:** Last Name, First Name
- Restrict Name Dialling to Site:**
- Restrict Extension Dialling to Site:**
- Time Schedule:** Every Day All Day
- Holiday Schedule:** None
- Time Zone:** GMT/BST (London)
- Language:** English

At the bottom of the form, there are two buttons: a yellow 'Cancel' button and a green 'Save' button. A red box highlights the 'Save' button.

Once the menu is active, you can adjust the caller ID.

You can set the menu to work at set times and have an out of hours. You can add a time schedule for the calls to be directed when the business is closed.

To set this up, click on the dropdown next to **Time Schedule**.

Once you have finished, click on **Save**.

The screenshot displays the 'Auto Attendant Profile' configuration page. The page is titled 'Features > Auto Attendants' and includes a navigation menu on the left with options like 'Site Selection', 'Features', 'Feature Assignment', 'Profile', 'Device Management', and 'Dashboard'. The main content area is divided into sections: 'Auto Attendant Profile', 'After Hours Dialling Menu', 'Business Hours Dialling Menu', 'Service Passwords', 'Feature Settings', and 'Voicemail'. The 'Auto Attendant Profile' section contains the following fields and options:

- Attendant ID:** test123 @1234567.xln
- Name:** jest
- Caller ID First Name:** Inbound (highlighted with a red box)
- Caller ID Last Name:** Call (highlighted with a red box)
- Directory Number:** +44-1143220465 (with a 'Change' button)
- Extension:** 0465
- Feature Package:** Auto Attendant Plus
- Name Dialling:** Last Name, First Name (with checkboxes for 'Restrict Name Dialling to Site' and 'Restrict Extension Dialling to Site')
- Time Schedule:** Every Day All Day (highlighted with a red box)
- Holiday Schedule:** None
- Time Zone:** GMT/BST (London)
- Language:** English

At the bottom of the page, there are two buttons: 'Cancel' and 'Save'.

Click on **Business Hour Dialling Menu**.

You will be redirected to a new screen, where you can upload a personalised greeting. For the recording, we recommend using Broadsoft Recorder Application

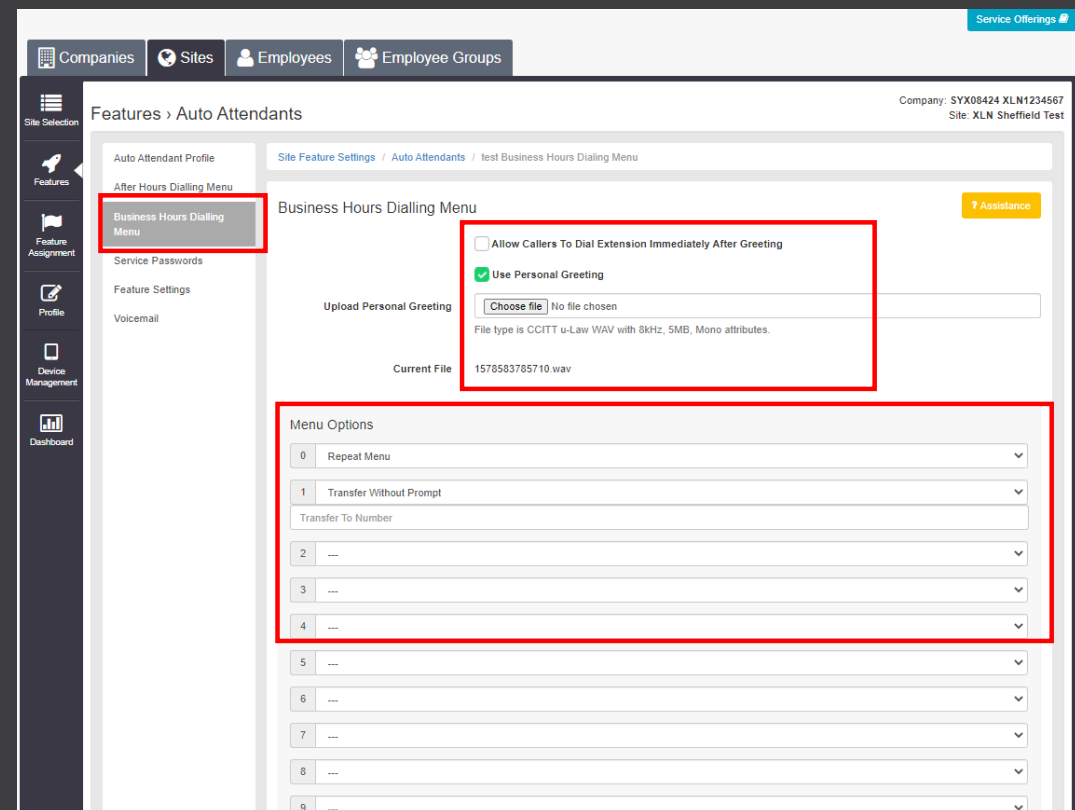
[Google Play Store](#)  
[Apple App Store](#)

Once you have created the recording, upload the file by selecting **Choose File**, next to **Upload Personal Greeting**.

For **Menu Options**, there are many ways calls can be connected. We recommend using **Transfer Without Prompt**.

Enter the number you would like the call to go through to.

Once you have finished, click on **Save**.

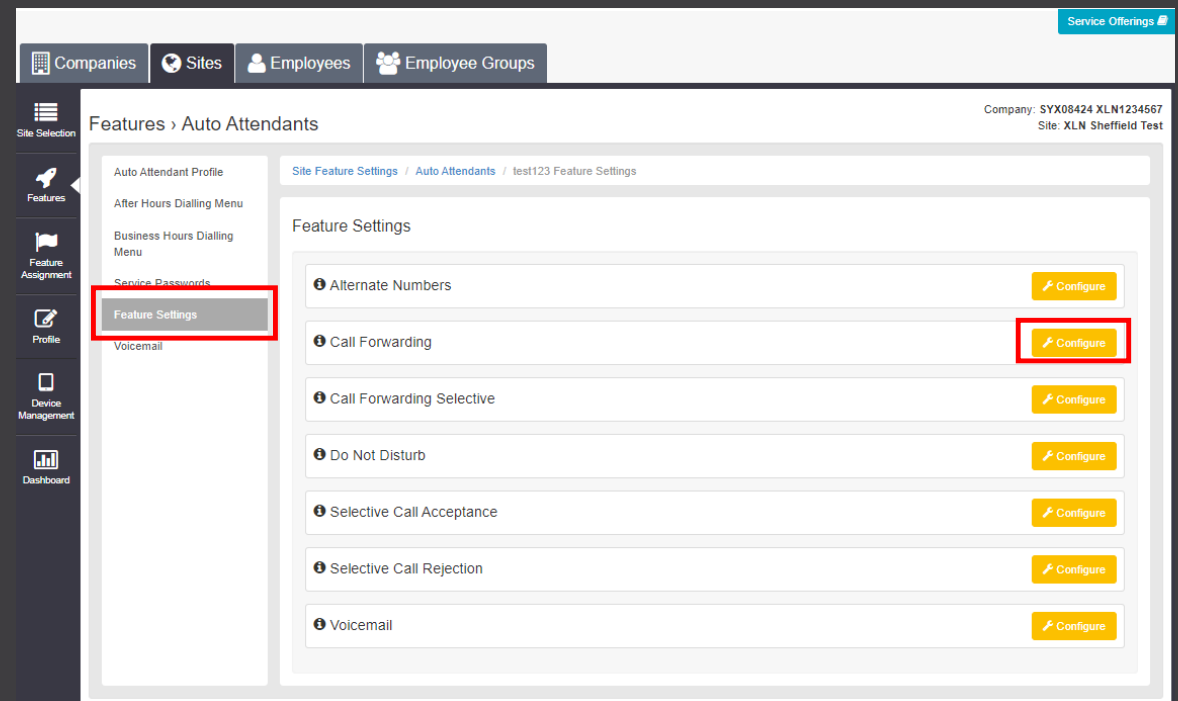




To add a divert to the menu, click on **Feature Settings**.

On the features list, you will see **Call Forwarding**.

Click on **Configure** next to Call Forwarding.



Tick the box for **Always Forward Calls**.

Enter the number for the divert and click on **Save**.

To remove the divert, untick the **Always Forward Calls** box and click **Save**.

Service Offerings

Companies Sites Employees Employee Groups

Features > Inboundtest Feature Settings Company: SYX08424 XLN1234567 Site: Sheffield Test2

Hunt Groups / Inboundtest Feature Settings / Call Forwarding

Call Forwarding Assistance

Always Settings

Always Forward Calls

Play Ring Reminder When Forwarding

\* Forward To Telephone Number / SIP URI

Busy Settings

Forward Calls When Line Is Busy

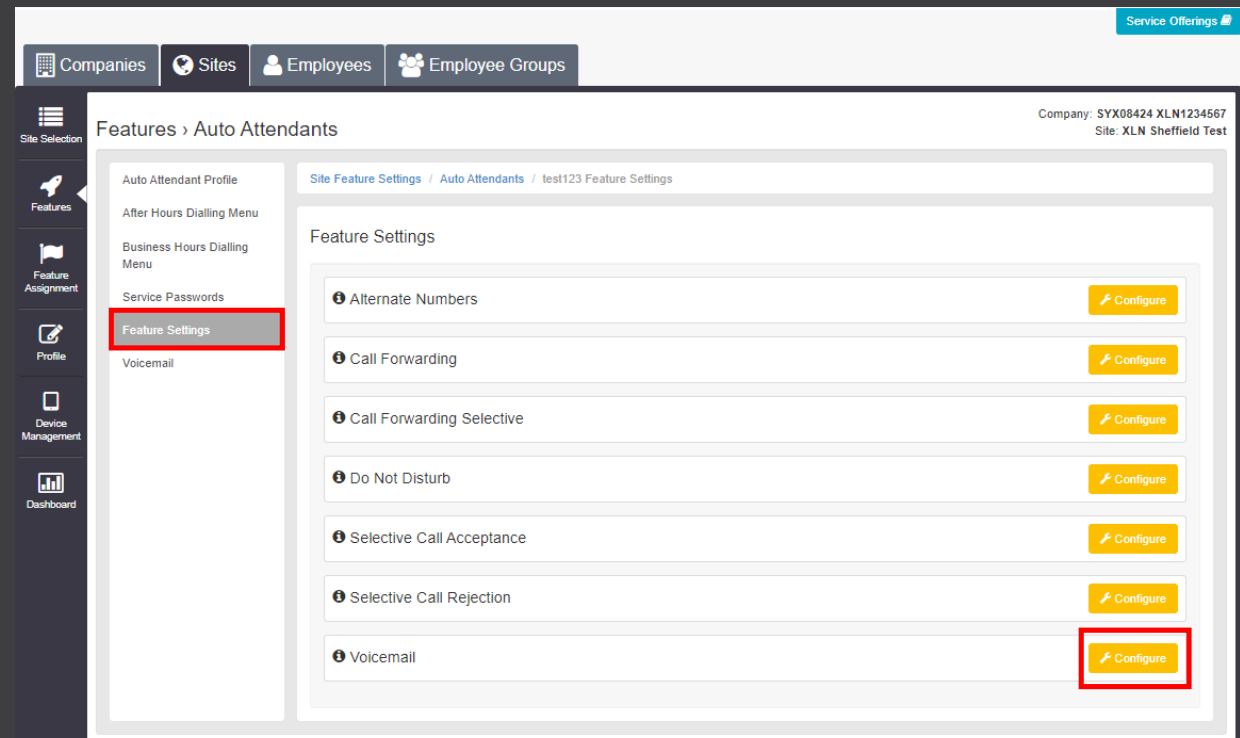
\* Forward To Telephone Number / SIP URI

Cancel Save

To add a voicemail, click on **Feature Settings**.

Scroll down, and you will see **Voicemail**.

Click on **Configure**.



Tick the box for **Turn On Voicemail**.

For the recording, we recommend using Broadsoft Recorder Application.

See below links for the App:

[Google Play Store](#)

[Apple App Store](#)

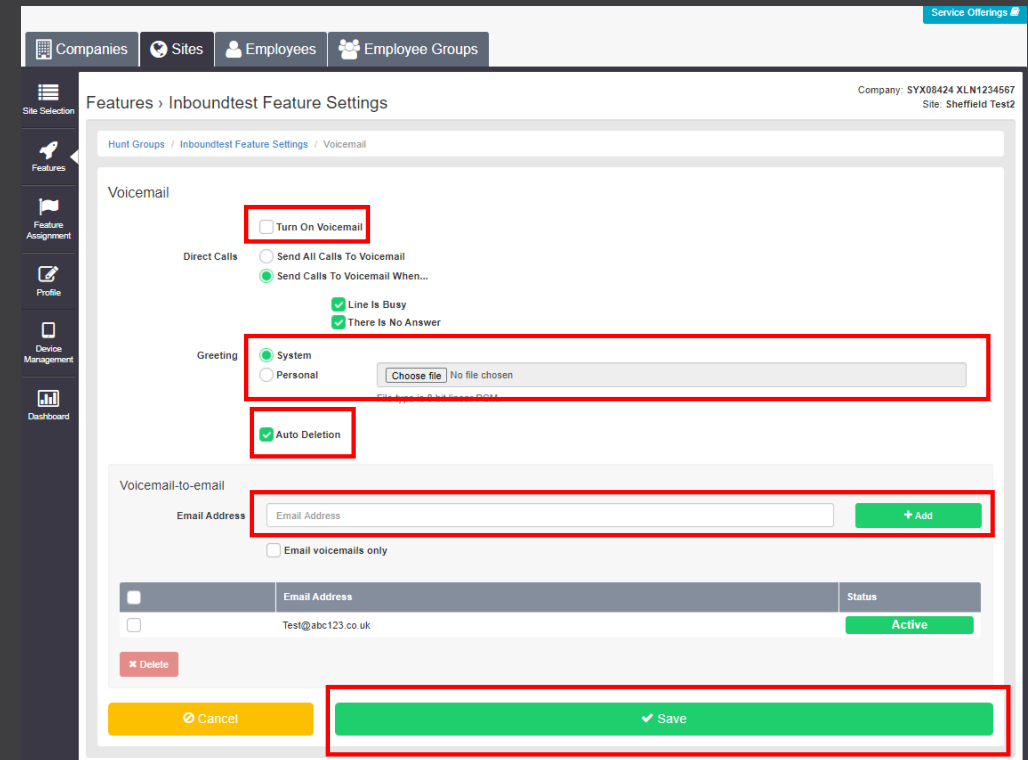
Once you have created the recording, upload the file by clicking **Choose File** next to **Personal**.

Tick the box **Auto Deletion** to auto delete.

Voicemails can be sent directly to an email address. The email will contain the number the customer called on, date/time of the call, and the voicemail's audio file.

Enter an email address, click on **Add**.

Once you have finished, click **Save**.



To access the Hunt Group, click **Sites**.

Click on **Dashboard**.

On the right, you will see there is a section for Hunt Groups. Click on the name that has a pencil next to it.

The screenshot displays the xln cloud voice dashboard. At the top, there are navigation tabs for 'Companies', 'Sites', 'Employees', and 'Employee Groups'. The 'Sites' tab is selected and highlighted with a red box. Below the navigation, the 'Site Dashboard' is shown for 'Company: SYX08424 XLN1234567' and 'Site: XLN Sheffield Test'. The dashboard is divided into several sections:

- Active Employees:** Shows 'Active' count as 00007 and 'Limit' as 00020.
- Auto Attendants:** A table with one entry: 'test' with a pencil icon and the number '+44-1143220465'. This entry is highlighted with a red box. Below the table are '+ Add Auto Attendant' and '+ Add Hunt Group' buttons.
- Call Centres:** Shows 'No Call Centres Configured Yet' and '+ Add Call Centre' button.
- Voice Recording:** Shows 'Total Subscribers' as 00000 and a '+ Details' button.
- Call Logs:** Includes filters for Site (All Sites), All Traffic, Outbound, Answered, and a date filter (2021/02/12 01) with a search icon and 'View Reports' button.
- Feature Summary:** A table with columns: Feature, Name, Status, Number, and a '+ Configure' button. The table contains one row: 'Voice Portal', 'Voice Portal', 'Off', and '+ Configure'.

On the left side of the dashboard, there is a vertical menu with icons for 'Site Selection', 'Features', 'Feature Assignment', 'Profile', 'Device Management', and 'Dashboard'. The 'Dashboard' icon is highlighted with a red box.