



## Load the Auto Attendant wav File

Before you begin, you should have your wave file (format: **CCITT u-Law Attributes: 8.000 kHz, 8 Bit, Mono 7 kb/sec** ) recorded and saved locally. See Document "Recording a WAV File"

Log in to Broadsoft as the administrator.

### From the Options Menu

- Select Profile
- Then Select Groups

**Options:**

- ▶ Profile
- Resources
- Utilities

### Profile

**Basic**

**Groups**  
Add, modify, or remove groups.

**Users**  
Display all users in the enterprise

**Profile**  
Display or modify profile information.

**Administrators**  
Add, modify, or remove administrators.

**Advanced**

**Voice VPN**  
Manage the enterprise virtual private network.

- Select Edit for the group the Auto Attendant is associated with

**Options:**

- ▶ Profile
- Resources
- Utilities

### Groups

Add a new group or manage existing groups.

OK Add Add Group Wizard Cancel

Group ID ▲	Group Name	User Limit	Edit
0032900001	Velocity Networks	3	<a href="#">Edit</a>

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Group ID ▼ Starts With ▼  [Find](#) [Find All](#)

OK Add Add Group Wizard Cancel

## From the Options Menu

- Select **Services**
- Then select **Auto Attendant**
- Select the *Hyperlink* “Business Hours Menu”

**Options:**

- Profile
- Resources
- **Services**
- Acct/Auth Codes
- Utilities

### Auto Attendant Modify

Modify an existing auto attendant.

OK Delete Cancel

Auto Attendant ID: 00001\_auto@vel.net [Change User ID \(Also saves current screen data\)](#)

\* Name: **Main Auto Attendant**

\* Phone Number: 9497430051 Extension:

\* Calling Line ID Last Name: **Solutions** \* Calling Line ID First Name: **Diverse**

Department: **None** \* Language: **English**

\* Business Hours: **Every Day All Day** \* Holiday Schedule: **None**

[Business Hours Menu \(Also saves current screen data\)](#) [After Hours Menu \(Also saves current screen data\)](#)

\* Time Zone: **(GMT-07:00) US/Pacific**

Restrict name dialing to department

Name Dialing Entries:  LastName + FirstName  LastName + FirstName and FirstName + LastName

OK Delete Cancel

## From the Business Hours Menu

- Select the radio button for **Personal Greeting**
- Select the **Browse** button and navigate to where you have your wave file saved
- Select the WAV file and then **Open**
- Select **OK**

**Options:**

- Profile
- Resources
- **Services**
- Acct/Auth Codes
- Utilities

### Business Hours Menu

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

OK Cancel

Greeting:  
 Default Greeting  Personal Greeting

Browse for a new greeting:

Menu Options:  
 Enable first-level extension dialing

Key	Description	* Action	Phone Number
0	Operator	Transfer to operator	1000
1	Sales	Transfer without prompt	1000

The name of your wave file should now appear after the work Greeting

- Test by calling in your main number

The screenshot shows a web-based configuration interface for a Business Hours Menu. On the left is a vertical navigation menu with the following items: Options, Profile, Resources, Services (highlighted with a right-pointing triangle), Acct/Auth Codes, and Utilities. The main content area is titled "Business Hours Menu" and contains the instruction: "Configure the automated receptionist greeting prompt and dialing menu to be used during business hours." Below this instruction are two buttons: "OK" and "Cancel". The "Greeting:" field is set to "J:\clients\Velocity\VoIP\AA0ffir.wav". At the bottom, there are two radio button options: "Default Greeting" (which is unselected) and "Personal Greeting" (which is selected).