Configuring Digital Receptionist Auto Attendant:

You can configure many different digital receptionists each with their own extension number, based on which line the call comes in from, as well on whether the call is received inside or outside office hours.

Recording a Menu Prompt:

Allows to records and set the following:

1. Announcement
2. Menu options voice records

Creating a Digital Receptionist:

1. In the 3CX Management Console menu, select “Digital Receptionist” > “Add.”
2. Now click on the “Record” button and enter your extension number and the “Audio File Name”. You will be called to record the prompt.
3. Alternatively click on the “Upload” button and specify a file that you previously recorded. You must save the file in WAV format in PCM, 8 kHz, 16 bit, Mono format.
4. Select a custom prompt language if required.
5. Now specify the menu options. Select the appropriate key, and then select from the available actions. Specify the extension number or virtual extension number (virtual extension number in the case of Ring Group, Call Queue or to another Digital receptionist.)
6. Optionally you can link a DID number to this digital receptionist.
7. In “Destination for No or invalid input,” specify the timeout and where the call should go if no valid input is received.
8. When ready, click “OK” to save the digital receptionist

Allowing Callers to Dial an Extension Directly:

By default, during the announcement, a caller can enter the extension number directly to be connected to an extension immediately.

Call by Name

It directs callers to the call by name function. This allows them to find the person they wish to speak to by entering the first letters of the person’s last name on the phone dial pad. The call by name function requires:

1. A self-identification message for the user. Users without a self-identification message are not accessible via the call-by-name feature.
2. Users can not have a last name with Unicode characters.
3. The Call-by-name menu feature must be made available from a Digital Receptionist as one of the menu options.

The Call-by-name feature uses the last name of the user and compares it with the input (that has been entered on the phone keypad). The following rules are used:

The last name is converted to uppercase.

All symbols except [2-9] and [A-Z] are ignored.

The following translations for symbols are used:

'ABC2' => '2'

'DEF3’ => '3'

'GHI4' => '4'

'JKL5' => '5'

'MNO6' => '6'

'PQRS7' => '7'

'TUV8' => '8'

'WXYZ9' => '9'

The caller has to type a minimum of three digits (‘0’ – ‘9’) to call to a user. Digits ‘0’ and ‘1’ are ignored, but can be used to call users with short last names (for example, to access someone with the last name ‘Li’, you can type ‘540’).

Events:

1. If there are no matching users, you hear “extension not found.”
2. If there is only one matching user, the IVR plays “Please hold while I transfer your call”
3. If there are more than one matching user, the IVR will wait for additional digits to be entered by the caller, for 2 seconds.

If the user does not input any more digits (2 seconds elapsed or ‘#’ has been pressed) and more than one user is matched, then the IVR will play: “To call Van Dame press 0. To call Van Halen press 1. To exit press pound, (#).”

Self-Identification Message for each user:

To record your self-identification message through your IP phone:

To record your self-identification message through your IP phone:

1. Go to your voicemail menu (Default 999).
2. Enter your voicemail PIN number.
3. Go to the options menu (‘9’ key).
4. Press ‘5’ key to record the self ID message.
5. Record your name only, i.e. “Sarah Jones.”

Exchange Server IVR Integration

The Exchange IVR feature allows you to leverage speech recognition in your company’s IVR. The voicemail feature allows you to convert voicemails to text and forward them via email.