# Configuring Auto Attendants in FortiVoice Enterprise

What if you need FortiVoice to answers calls and direct users to various departments within your office? An auto attendant can answer calls with a prerecorded message and then guide the user to the department they desire with a simple press of a button.

This recipe guides you through the process of configuring auto attendants, exploring the user options, and then establishing how a caller navigates through the auto attendant.

## Configuring Auto Attendants

To create an auto attendant

1. Go to **Call Features > Auto Attendant > Auto Attendant**.
2. Select **New.**

3.  Enter a name for the auto attendant and and set the default language.
4.  Select the desired greeting mode from the dropdown menu.
    Selecting *Scheduled* will require you to configure a schedule.
5.  Select the desired sound file for your greeting. This option is only available if you selected *Simple*.
6.  Enter the amount of time the phone will ring before being answered and the time out.
7.  Configure the auto attendant keys for callers to use when navigating through the auto attendant hierarchy. So, for example, you could set the number 2 for technical support.

    We'll explore the more advanced features in the next section.

## Auto Attendant Advance Features

Once you've finished configuring the auto attendant, you'll need to establish the auto attendant's user options.

1.  Enable *voicemail access* to allow external callers to reach their voicemail boxes by dialing the prompt code you've established



2.  Enable *dial local number* to enable an external caller to dial local extensions.

3. Enable *override schedule* to allow a system administrator to dial a code to replace the schedule with a system schedule.
4. Enable *Call Bridge* and select an account for external users to dial into the FortiVoice unit and use the FortiVoice service like a local extension.
5. Select the outbound dial plan for users to call the FortiVoice unit and through it to make outbound calls.
6. Select **Create.**

# Viewing Auto Attendant Hierarchies

FortiVoice provides an auto attendant chart for easy reference.

To view the auto attendant hierarchy

1. Go to **Call Features > Auto Attendant > Auto Attendant.**
2. Select the the Auto Attendant you wish to evaluate.
3. Select **View Hierarchy**.
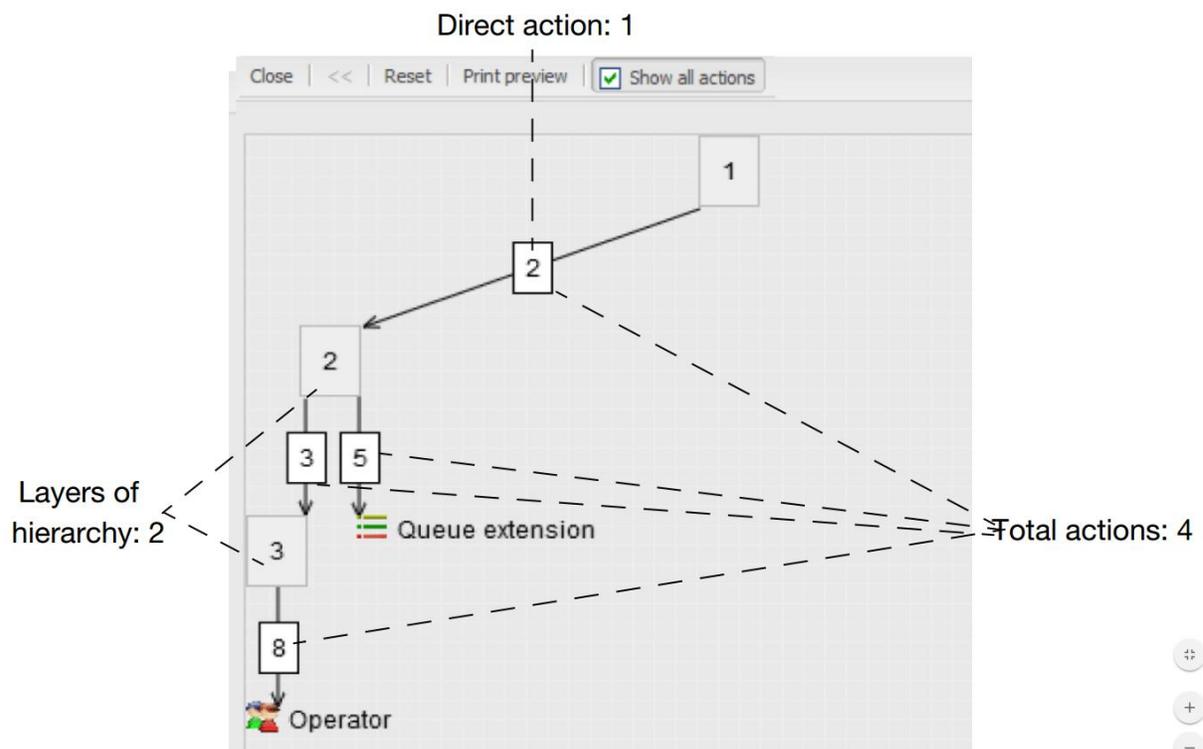


In the example above, pressing 2 transfers the call to auto attendant 2. Auto attendant 2 configuration allows you to go to auto attendant 3 by pressing 3 and places you on a call queue if you press 5. Auto attendant 3 configuration allows you to go to the operator by pressing 8.

# Configuring Key Actions

Next we'll need to configure the auto attendant dial pad keys to determine how the caller will navigate through our auto attendant hierarchy.

To configure a key action

1. Go to **Call Features > Auto Attendant > Auto Attendant**.
2. In the Dial Pad Key Action section, select **New.**
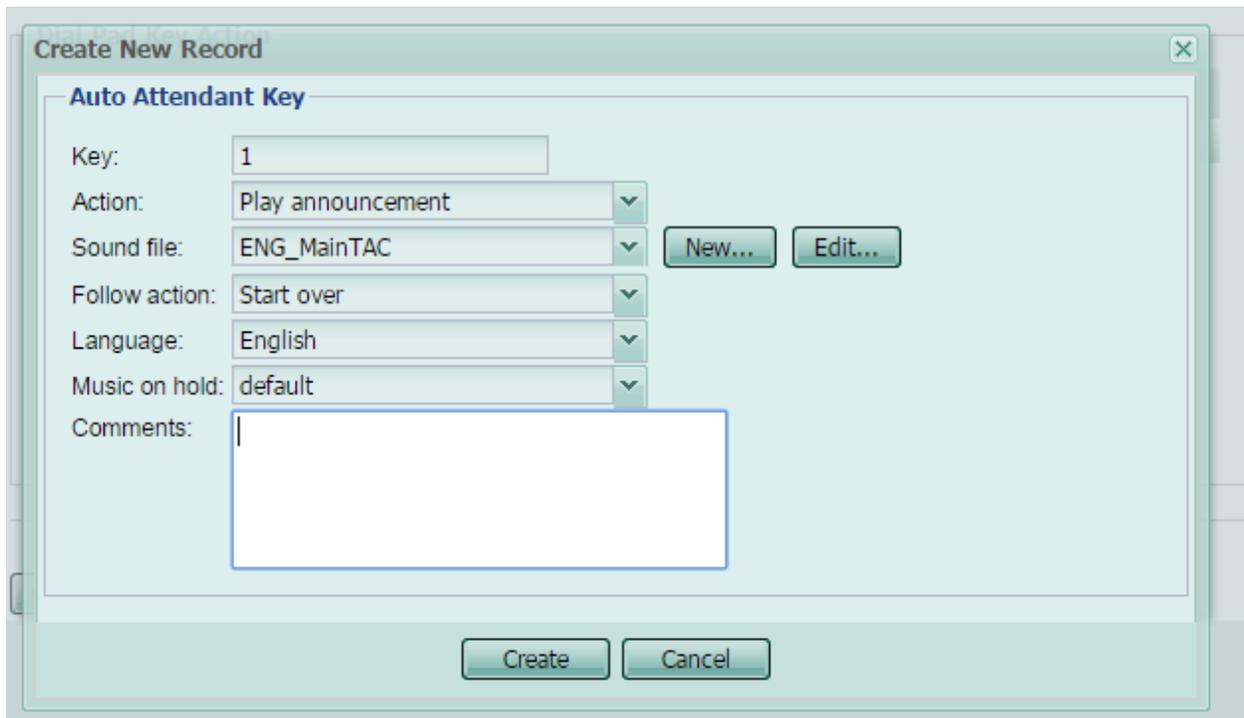


3. Enter the key you want to configure in the Key field.
4. Selection the action you want the unit to take when the caller selects the number.
5. Select **Create**.