IPVS Auto Attendant Message Setup

Article Number: 220 | Rating: Unrated | Last Updated: Wed, Dec 12, 2018 at 10:04 AM

When setting up a message to play on an Auto Attendant. You need to make sure of two things.

- The file format of the message needs to be CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes.
- The file size needs to be 1000KB or less. It will not work if any bigger than this.

1. Firstly, open up the Business Portal and login with your username and password.
2. Find the customer and select the correct site.
3. Select Features on the left
4. Select Configure on the Auto Attendant tab at the top
5. Select the main number
6. Depending on what the customer wants, select "after Hours" or "Business Hours" on the left hand side.
7. Click browse next to upload personal greeting and enter the file they sent over.
8. Click save and call the number to test that the message is in effect.

Posted by: Wayne Coulthard - Wed, Dec 12, 2018 at 10:04 AM. This article has been viewed 3740 times.

Online URL: https://kb.ic.uk/article/ipvs-auto-attendant-message-setup-220.html (https://kb.ic.uk/article/ipvs-auto-attendant-message-setup-220.html)