

Business Services

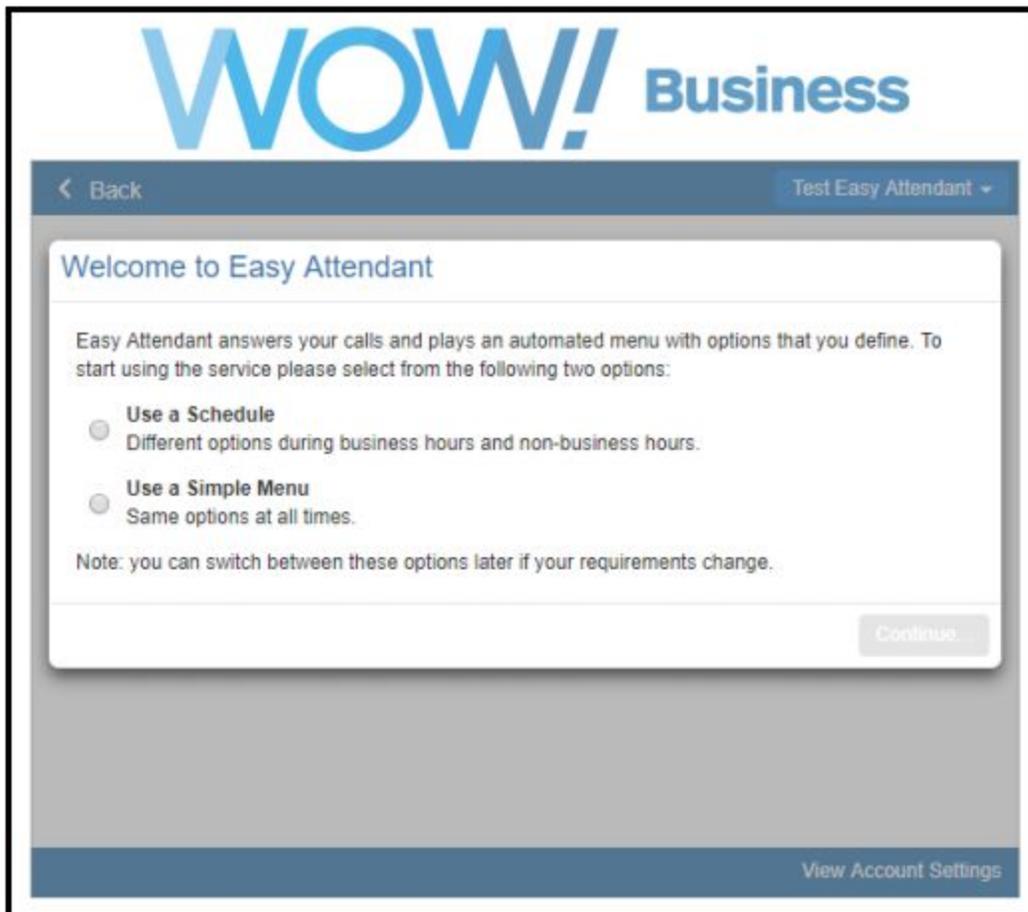
Virtual Office (Easy Attendant) Guide

User Guide

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Virtual Office (Easy Attendant)



Virtual Office (Easy Attendant) is an automated receptionist service. When turned on, it answers your calls automatically, and offers your callers a list of options (a “menu”) that you define. You can allow your callers to listen to messages (such as your opening times), to leave a message, or to be transferred to a real person. For example:

Welcome to Bob’s Tires. We are open for business right now. To hear directions to our store, press 1. To hear our opening hours, press 2. Or, for any other inquiries please press 0.

If you wish, you can offer your callers different menus depending upon whether you are currently open or not. For example, when Bob’s Tires is closed, they might offer this menu instead:

Welcome to Bob’s Tires. Unfortunately we are currently closed. To hear directions to our store, press 1. To hear our opening hours, press 2. If you wish to leave a message, press 3, and we will get back to you as soon as possible.

Once you have told Easy Attendant the hours and days that you are open, it will automatically play callers the correct menu depending on when they call.

Getting Started

Virtual Office uses the Easy Attendant application and is accessed through the CommPortal. When you go to the WOW! Business Hosted VoIP Web Portal link (<https://phone.wowforbusiness.com>), the first screen that appears is your login screen. Enter your telephone number and password.

NOTE – Your initial password is provided in your Hosted VoIP Quick Reference Guide, or by your System Administrator.



WOW! Business

WOW Voice

Please log in below.

Number:

Password:

Remember me on this computer.

Login

If you have forgotten your password, please contact customer support.

Please note: you will need to change your pin and password. For security reasons, your new pin must be 6-20 digits. You will also be guided through changing your password on first time login. Your password should be between 8 and 20 characters, including 1 Capital letter, 1 number, and 1 special character. For improved security, passwords cannot have a letter or number that repeats three or more times (for example “AMJ25554”), can only have up to two sequential numbers (for example “AMJ2345”) and the password cannot be the phone number.

Note: This document shows an account with all features activated. Your actual screens may differ due to the features assigned to your account.

Main Screen

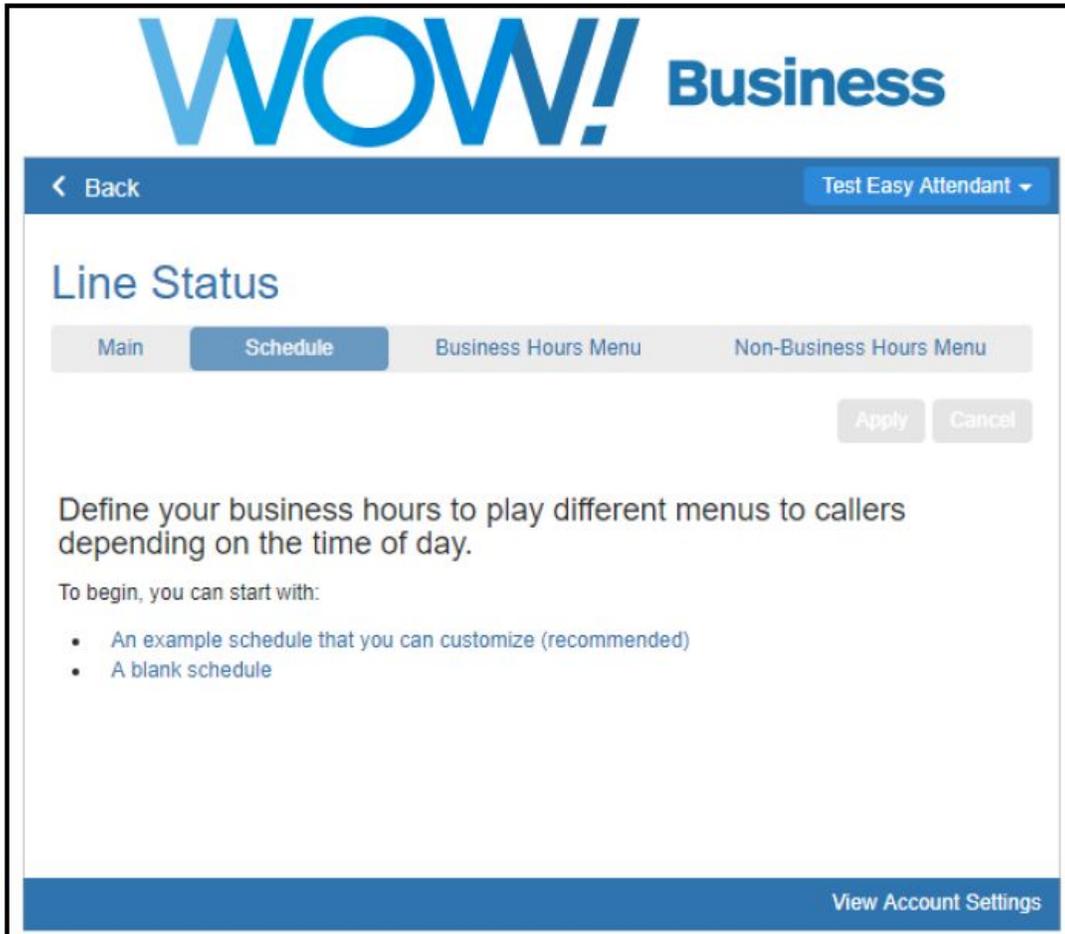


Setting up Virtual Office for the First Time

1. Choose whether to offer your callers different menus during business hours and outside of business hours. The first time you configure Easy Attendant, you will be asked to make this choice. If you have already been asked, and now wish to change your mind, see **switching between schedule/single menu modes** on page 12 before you follow the rest of these instructions.
2. Optionally, **configure a number to forward callers to** while your Easy Attendant is turned off. If you skip this step, then until you have finished setting up the service, callers to your Easy Attendant will be played a message saying that the number is unreachable.
3. Configure the menu (or menus) that you wish to offer your callers.
4. If (in Step 1) you chose to use different menus during business hours and outside of business hours, configure your business hours.
5. Turn on Easy Attendant.

Schedule

You can choose to start with a blank schedule, or use a default schedule.



The screenshot shows the 'Line Status' configuration page in the WOW! Business interface. At the top, there is a navigation bar with a 'Back' button on the left and a 'Test Easy Attendant' dropdown menu on the right. Below the navigation bar, the 'Line Status' title is displayed. Underneath the title, there are four tabs: 'Main', 'Schedule' (which is currently selected), 'Business Hours Menu', and 'Non-Business Hours Menu'. To the right of these tabs are 'Apply' and 'Cancel' buttons. The main content area contains the following text: 'Define your business hours to play different menus to callers depending on the time of day.' Below this, it says 'To begin, you can start with:' followed by a bulleted list: 'An example schedule that you can customize (recommended)' and 'A blank schedule'. At the bottom right of the page, there is a 'View Account Settings' link.

WOW! Business

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Line Status

Main Schedule Business Hours Menu Non-Business Hours Menu

Apply Cancel

Define your business hours to play different menus to callers depending on the time of day.

To begin, you can start with:

- An example schedule that you can customize (recommended)
- A blank schedule

View Account Settings

Schedule (cont.)

The screenshot displays the 'Line Status' configuration interface for WOW! Business. At the top, there is a navigation bar with a 'Back' button and a 'Test Easy Attendant' dropdown. Below this, the 'Line Status' title is followed by four tabs: 'Main', 'Schedule' (which is active), 'Business Hours Menu', and 'Non-Business Hours Menu'. There are 'Apply' and 'Cancel' buttons to the right of the tabs. A text block instructs the user to 'Configure your business hours by clicking on the appropriate cells in the grid. Click and drag to select multiple cells.' Below this is a grid with columns for days of the week (Mon, Tue, Wed, Thu, Fri, Sat, Sun) and rows for hours from 1 am to 11 pm. A blue shaded area covers the hours from 8 am to 4 pm on Monday through Friday. To the right of the grid is a 'Special Days' section with a text box explaining that these days override the normal weekly schedule and play the non-business hours menu. Below the text is a small grid icon. At the bottom of the grid area, there is a 'Zoom In' button and a key: a blue square for 'Business Hours' and a white square for 'Non-Business Hours'. A 'View Account Settings' link is located at the bottom right of the interface.

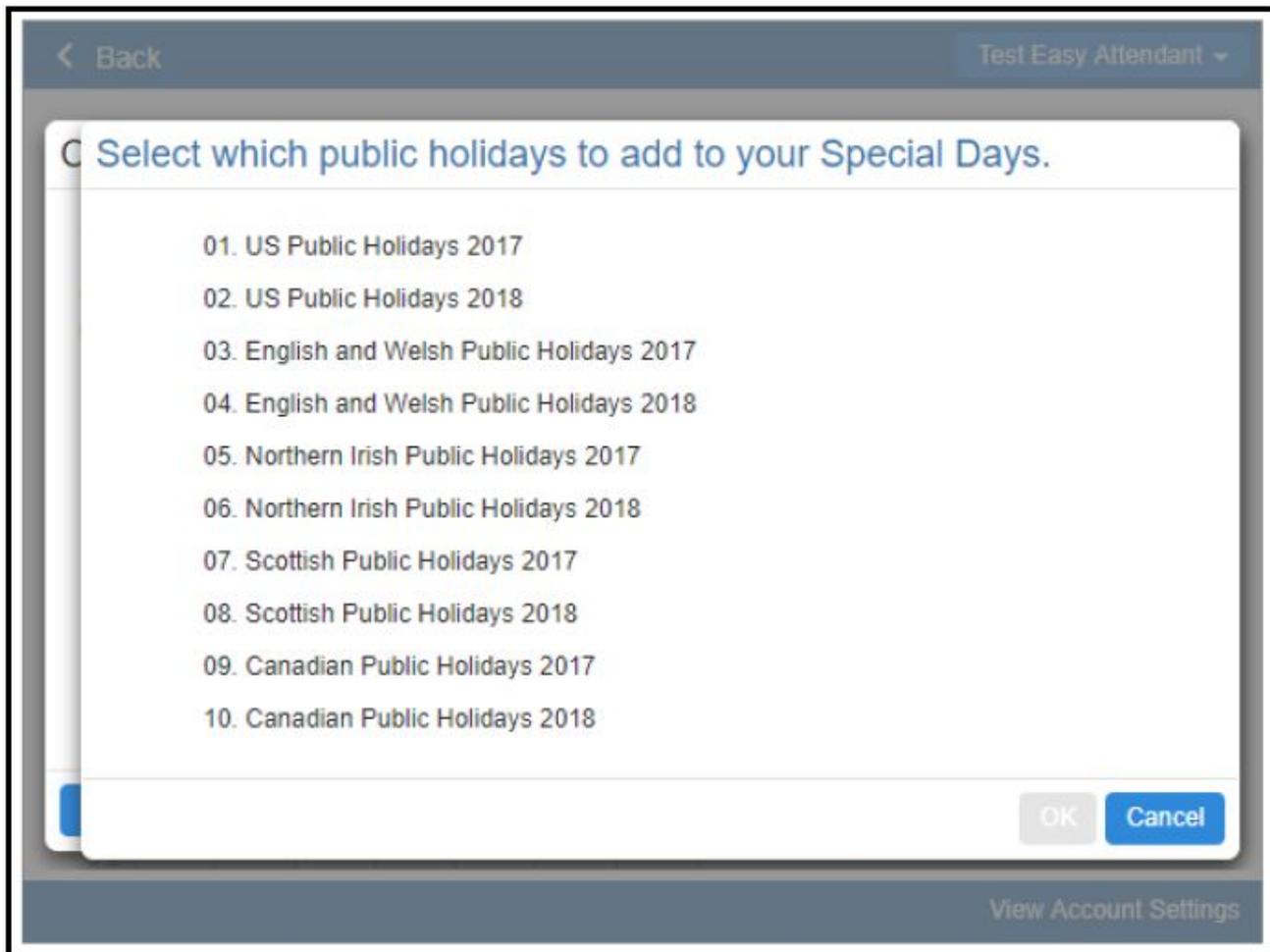
This default schedule separates the hours into two categories:

- Business Hours (blue)
- Non-Business Hours (white)

You can use your mouse to alter the times to match your business hours. Each attendant can have only one Business and Non-Business schedule.

Note: this setup requires that a separate menu be established for Business Hours and Non-Business Hours.

Schedule (cont.)



Public Holidays

You can also choose from a list of Public Holidays to have them added automatically as Non-Business days.

Menu Setup

The configuration for an Easy Attendant menu consists of the following.

- An initial greeting that you must record. This is the first thing that callers hear when your Easy Attendant answers the call. This initial greeting welcomes your callers, and tells them what options are available — for example:

“Welcome to Bob’s Tires. We are open for business right now. To hear directions to our store, press 1. To hear our opening hours, press 2. Or, for any other inquiries please press 0.”

- Details of what should happen when a caller selects a particular option. For example, as part of setting up the Easy Attendant for Bob’s Tires, you would configure key 1 to play an announcement and then record the announcement giving directions to the store.

The screenshot shows the 'Easy Attendant' configuration page for 'Business Hours Menu'. It features a 'Line Status' section with tabs for 'Main', 'Schedule', 'Business Hours Menu', and 'Non-Business Hours Menu'. The 'Business Hours Menu' tab is active. Below the tabs are 'Apply' and 'Cancel' buttons. The main configuration area is divided into two columns: 'Assign functions to each key on the caller's phone' and 'Record initial greeting'. The 'Assign functions' column lists keys 1 through 8 with dropdown menus. Key 1 is set to 'Play Announcement' with a 'record' button. Key 2 is 'Transfer to Phone' with the number '555-555-1234'. Key 3 is 'Transfer to Voicemail' with the number '555-555-4321'. Key 4 is 'Unassigned' and its dropdown menu is open, showing 'Unassigned' as the selected option. Key 5 is 'Unassigned', key 6 is 'Play Announcement', key 7 is 'Unassigned', and key 8 is 'Unassigned'. The 'Record initial greeting' column contains a text area with instructions: 'This announcement welcomes your callers, and tells them what options they can select from. These should match the options you have configured in the panel to the left. e.g. "Welcome to Bob's Tires. Press 1 for ..." (see full example)'. A 'record' button is located below the text area. At the bottom right, there is a 'View Account Settings' link.

Business Hours and Non-Business Hours

If you have separate business and non-business hours menus, you will need to repeat these steps for each of them.

For each key, with the exception of key 0, you can choose from the following options:

- “Unassigned”. If a caller presses this key, they will be told that the option is not recognized.
- “Play announcement”. If a caller presses this key, they will be played a message that you have recorded. If you assign a key to “Play Announcement” you must also record the announcement you want to play, either by clicking on the record that appears to the right of the dropdown, or by dialing the appropriate service access number from your telephone.
- “Transfer to phone”. If a caller presses this key, they are transferred to a phone number of your choice. For example, you might want to allow callers to “press 4 to speak to a sales representative”. You must also enter the phone number you wish to transfer to in the box that will appear to the right of the dropdown. Enter the phone number exactly as you would dial it from a phone.
- “Transfer to Voicemail”. If a caller presses this key, they are transferred to the voicemail of a phone number of your choice. For example, you might want to allow callers to “press 4 to leave a message for a sales representative”. You must also enter the phone number you wish to transfer to in the box that will appear to the right of the dropdown. Enter the phone number exactly as you would dial it from a phone.

The only action you can assign to key 0 is “Transfer to phone”. Traditionally, key 0 is used to offer the option of speaking to a receptionist or someone that can handle general inquiries.

Switching from Schedule Mode to Single Menu Mode

Warning: in schedule mode, you have two separate menus — one for use during business hours and one for use during non-business hours. Switching to single menu mode will cause one of these menus to be permanently deleted (you can choose which one you wish to keep). Switching to single menu mode will also permanently delete any business hours schedule you have configured. If you subsequently wish to return to schedule mode, you will need to set these up again.

- Navigate to the Main tab at the top of the Easy Attendant page.
- You may wish to turn Easy Attendant off, and optionally forward callers to an alternative number while you carry out the rest of this procedure.
- Click on the “Switch to using a single menu” link.
- If you had previously set up both your business hours menu and your non-business hours menu, you will be asked which one you wish to keep. The other menu is permanently deleted.

WOW! Business

< Back Easy Attendant ▾

Line Status

Main Schedule Business Hours Menu Non-Business Hours Menu

Turn ON Your Easy Attendant is currently off and callers will be told that [this number is unreachable](#).

Schedule
Configure your business hours

Business Hours Menu
Configure the menu your callers will hear during business hours.

Non-Business Hours Menu
Configure the menu your callers will hear during non-business hours.

Switch to using a single menu **←**
Stop using your schedule - callers will always hear the same menu.

View Account Settings

Turn Attendant On/Off

To turn your Easy Attendant on or off, navigate to the Main tab at the top of the Easy Attendant page, and click on the button labeled Turn ON or Turn OFF.

The screenshot shows the 'WOW! Business' interface for 'Easy Attendant'. At the top, there is a navigation bar with a 'Back' button and a dropdown menu for 'Easy Attendant'. Below this is the 'Line Status' section, which has four tabs: 'Main', 'Schedule', 'Business Hours Menu', and 'Non-Business Hours Menu'. The 'Main' tab is active, and a 'Turn ON' button is highlighted with a red border. The status text reads: 'Your Easy Attendant is currently off and callers will be told that [this number is unreachable](#).' Below the status text, there is a diagram showing a central clock icon with two arrows pointing to 'Business Hours Menu' and 'Non-Business Hours Menu'. The 'Business Hours Menu' description is 'Configure the menu your callers will hear during business hours.' The 'Non-Business Hours Menu' description is 'Configure the menu your callers will hear during non-business hours.' At the bottom left, there is a 'Switch to using a single menu' option with a description: 'Stop using your schedule - callers will always hear the same menu.' At the bottom right, there is a 'View Account Settings' button.

When your Easy Attendant is turned off, callers will either be played an announcement telling them that the number is unreachable, or forwarded to a number of your choice. Many users will leave their Easy Attendant turned on all of the time, but (depending upon how Easy Attendant has been deployed) you may, for example, wish to turn Easy Attendant off during the day and forward your callers directly to a live receptionist.

Message Recording

Recording Messages Directly from Your Computer

Anywhere you see  **record**, you can click on the link to bring up the announcement recording control. This allows you to record your message directly via your computer's microphone.

Once you have recorded a message, the  **record** will change to  **listen/change**. Clicking on this will again bring up the announcement recording control, which will enable you to play back, and if you wish, overwrite your recording.

Note: refer to the section "[**Recording a message**](#)" for more information.

Recording Messages Using Your Telephone

If you wish to record your initial greeting and announcements using a telephone:

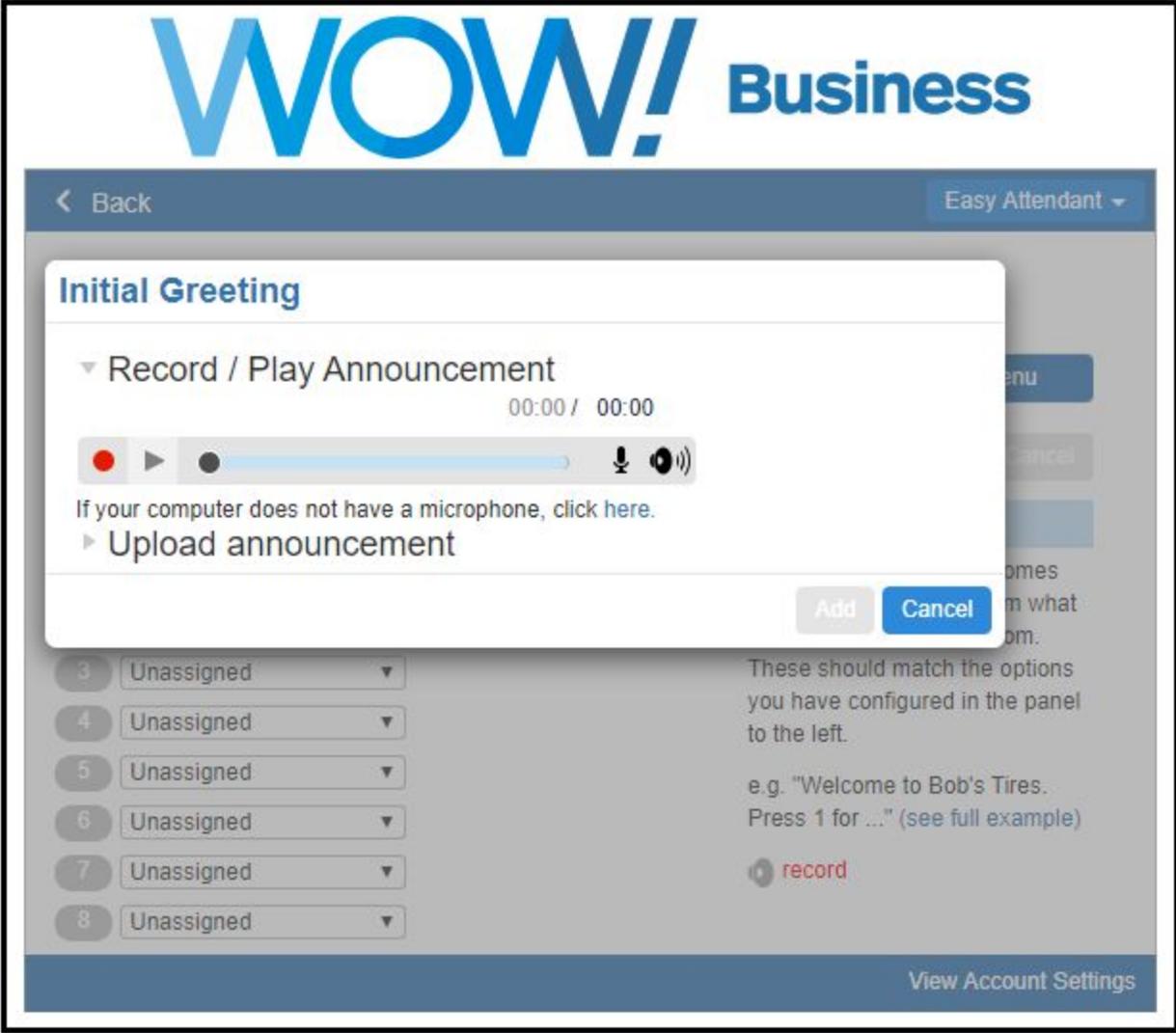
- Follow the instructions above for **setting** up your Easy Attendant menu, but don't click on any of the  **record** links that appear.
- Once you have configured your menu options, press "Apply" as usual to save your changes. You will be warned that you have not yet recorded an initial greeting, and if you have assigned any keys to "Play announcement", you will also be warned that you have not recorded the announcements to play. Ignore this warning.
- Dial your Easy Attendant service access number from your telephone, and select the appropriate options from the menu you will hear. You will be given the opportunity to record your initial greeting, as well as the announcements for any "Play announcement" keys you have set up.

Note: if you wish to offer your callers the option to listen to announcements in your Easy Attendant menu, you must use the Web interface to assign the appropriate keys to "Play announcement" **before** you can use your telephone to record the announcements you wish to play.

Message Recording Controls

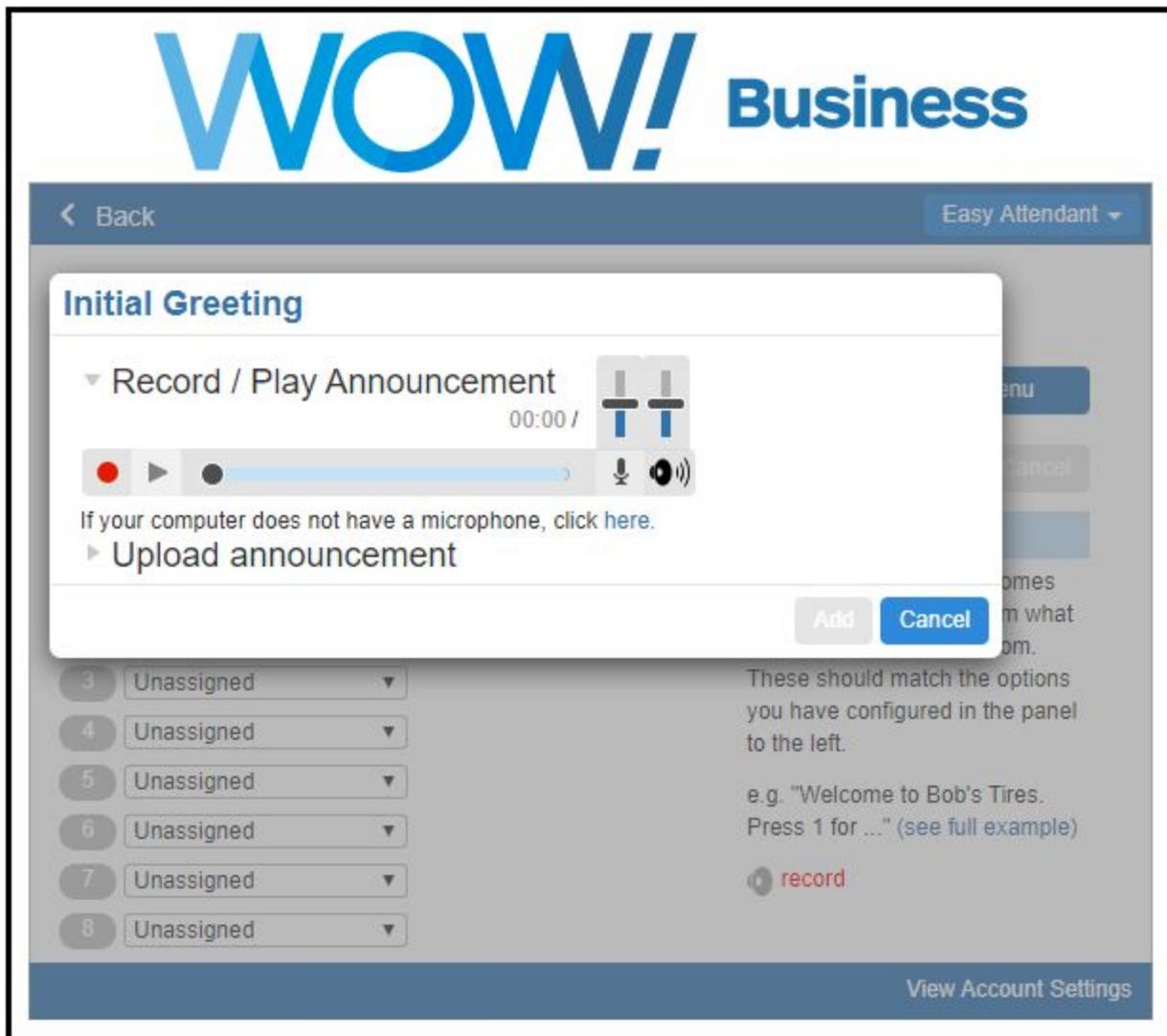
A number of controls are provided for recording your message.

-  Starts recording. This will overwrite any message you have previously recorded.
-  Plays back your recorded message. This action will be unavailable if you have not yet recorded a message.
-  Stops recording or playing the message.



The screenshot displays the WOW! Business interface for configuring an initial greeting. At the top, the WOW! Business logo is visible. Below it, a navigation bar includes a 'Back' button and a dropdown menu for 'Easy Attendant'. The main content area is titled 'Initial Greeting' and features a 'Record / Play Announcement' section. This section includes a progress bar with a red circle (record), a play button, a black circle (stop), and a volume icon. Below the progress bar, there is a link: 'If your computer does not have a microphone, click here.' and an 'Upload announcement' button. To the right of the recording controls are 'Add' and 'Cancel' buttons. Below the recording section, there are several 'Unassigned' dropdown menus numbered 3 through 8. On the right side of the interface, there is instructional text: 'These should match the options you have configured in the panel to the left. e.g. "Welcome to Bob's Tires. Press 1 for ..." (see full example)'. At the bottom right, there is a 'View Account Settings' link. A 'record' button with a microphone icon is also visible.

Message Recording Controls (cont.)



-  This control allows you to adjust the gain of your microphone. While recording, the  lights above this control will show how loud the signal is from your microphone. If the gain is set correctly then several green lights should appear while you are recording. If only one or two appear, then the gain is set too low and your message will be too quiet. If red lights appear then the gain is set too high and your message will be distorted.

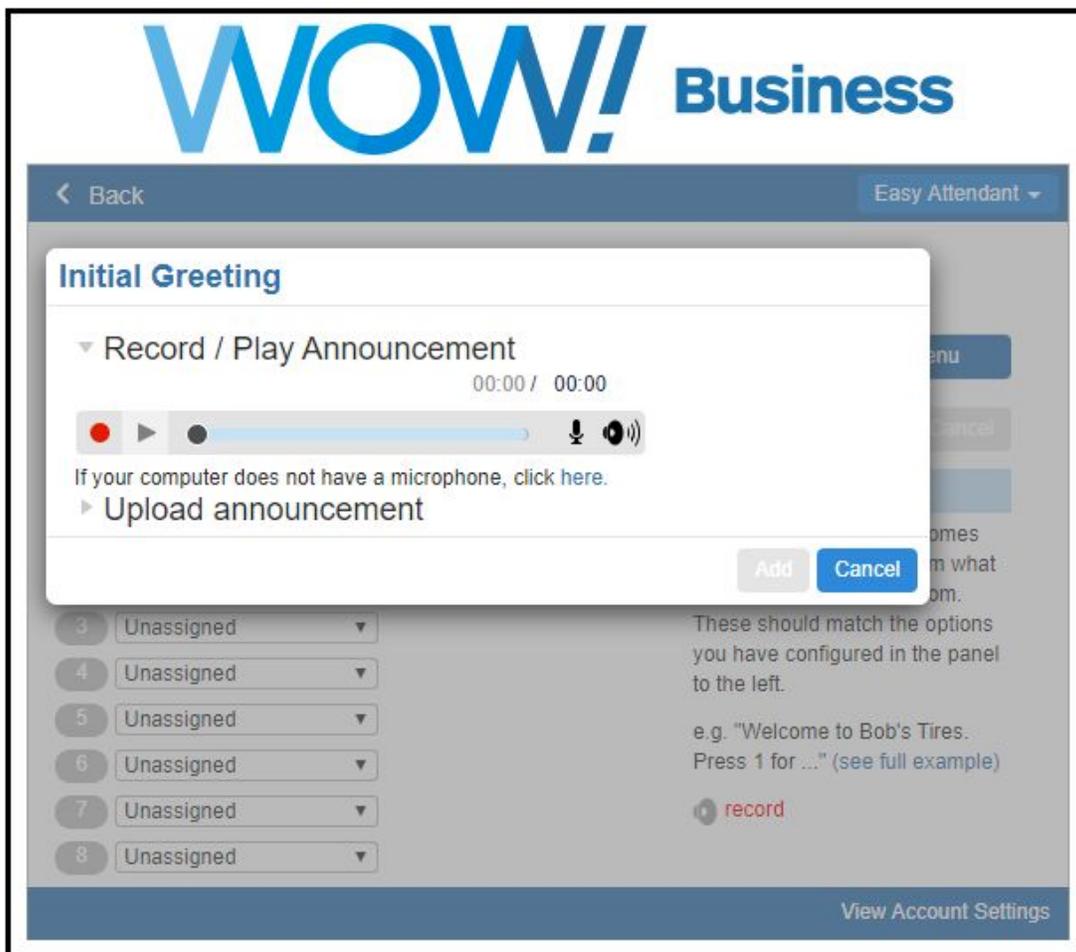
-  This control allows you to adjust the playback volume. You can adjust the slider to set a particular volume level.

Recording a Message

When you first attempt to record a message, an “Adobe Flash Player Settings” overlay may appear. Ensure that the “Allow” radio button is selected, and if you do not wish to be shown these settings in future, tick the “Remember” checkbox.

The following steps need to be carried out to record a message:

- When you are ready to record your message, press the  button.
- Read your message into your microphone, and when you have finished, press the  button.



- Play back your message to check that it has recorded correctly by pressing the  button.

If you are not happy with your message content, you can record a new message by pressing the record button again. This will overwrite your previous message.

Additional Help

Additional user guides and tutorials to assist you with your WOW! Business services can be found at wowforbusiness.com/support.