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386 Voice Power
Automated Attendant
Administration

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Attendant Features

The Voice Power Automated Attendant is an easy-to-use, menu-driven software package that handles incoming telephone calls and routes them to the appropriate extension or department without the use of a human switchboard attendant. The Attendant answers the telephone with a recorded greeting and voices a menu that asks the caller to indicate a choice. The Attendant then transfers the call to the caller's selected destination.

The Attendant provides automatic answering and transferring of multiple centrex or PBX lines and call logging.

What's In This Manual

This manual describes how to install and administer the Attendant Software. The chapters are outlined as follows:

- ❑ Chapter 1 describes the Attendant features, the equipment you need to get started, and the conventions used in this document.
- ❑ Chapter 2 describes necessary hardware and the installation of the Attendant Software.
- ❑ Chapter 3 describes how to configure the Attendant, record and activate the various messages that pertain to the Attendant, and other administrative functions.

Conventions

This manual uses the following conventions:

- ❑ Items on the screen, such as prompts or menu items are show in the following typeface:

Please Login:

- ❑ Information you must type is shown as follows:

meeting

- ❑ Keys on the keyboard are shown as follows:

Enter

- ❑ Screen labeled keys are shown as follows:

Play

- ❑ Touch tone telephone keys are shown as follows:

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Other Useful Guides

You can find additional information on the 6386 WGS, the Voice Power Card and the Voice Editor in the following guides.

- ❑ *AT&T 6386 WGS User's Guide*
Provides complete information for the new 6386 WGS user.
- ❑ *386 Voice Power Installation Guide*
Provides complete information on installing the Voice Power Card.
- ❑ *386 Voice Power User's Guide*
Provides information on testing a Voice Power Card, installing and removing the Voice Power System Software, and Voice Editor modes and operations
- ❑ *386 Voice Power Applications Programmer Reference Manual*
This manual describes how to write application programs using Voice Power Software.
- ❑ Any manuals pertinent to the operation of your telephone system.

What You Need

To install and configure the Attendant you need the following items:

- a 6386 WGS with version 3.1 or later of UNIX[®] system software
- a Voice Power Card (VP1/VP4)
- Voice Power System Software, Release 2.0 or higher
- a standard telephone set or a speaker phone if model VP1 cards are used

Note

As an option, you can attach a speaker and/or a microphone to a Voice Power Card.

- Voice Power Automated Attendant Software (one disk, which is packaged with this manual).
- Telephone analog station lines from your telephone system.

Installing the Attendant

Required Hardware

This sections describes the hardware requested for running and administering the Attendant.

Hardware for Running Attendant

The Attendant requires one voice channel for each telephone line serviced. Four channels are provided by each VP4 card; one is provided by each VP1 card. Any combination of VP1 and VP4 cards may be used.

PBX station lines must be connected to the line jacks on each Voice Power card being used. (The VP4 model requires an interface unit (116A) that connects the 4 telephone lines to the card. For complete details, refer to the installation guide.)

Hardware for Administering the Attendant

In addition to the hardware described above, a microphone and a speaker, or a telephone set are required to administer the Attendant.

Installing Attendant Software

Before you install the Attendant Software, check to see that the following items are installed in your system:

- Voice Power Cards(s)
- Voice Power System Software, release 2.0 or higher

To install the Attendant Software, follow these steps.

Note

Any previous version of Attendant Software **MUST** be removed before a new version is installed. See the next section in this chapter.

- 1 When prompted by **console login:** type `root` and strike `Enter`.

Note

You will be prompted with **Password:** Enter the system password and strike `Enter`. For security measures, the password is not echoed on the monitor.

- 2 At the system prompt, type `instalpkg` and strike `Enter`.

You are prompted to insert the system software you want to install. Insert the Attendant Software disk into the floppy drive and close the door.

- 3 Strike `Enter`.

The message: **Install in progress- do not remove the floppy disk** is displayed.

- 4 A list of files is displayed, followed by the message

The installation of the Voice Power: Attendant Ref 1.2 package is now complete.

- 5 You are now returned to your system prompt. This completes Attendant Software installation.

Removing the Software

To remove Attendant Software follow these steps.

Note

Before removing the Attendant Software, make sure that the software is turned OFF. See Chapter 3 “Administration” for complete details.

- 1 At the **Console Login:** type *root* and strike **Enter**.

The system prompts you with **Password**. Enter the system password and strike **Enter**. For security measures, the password is not echoed on the monitor.

- 2 At the system prompt, type *removepkg* and strike **Enter**.

A numerical list of installed system software is displayed. The message **Select number of package you want to remove.** Appears at the bottom of the screen.

- 3 Type the number of the Attendant Software package. You are then asked to confirm your choice with the message:

Do you really want to remove Voice Power Attendant? Strike ENTER when ready or ESC to stop.

If you select **ESC**, you are returned to the system prompt, and the removal is aborted.

- 4 Strike **Enter**.

You are asked if you want to save your voice recordings. If you are removing this version so that you can install a later version, respond ‘y’ for *yes*.

The following message is displayed

The Voice Power Attendant Ref 1.2 package is now removed.

- 5 You are returned to the system prompt and software removal is completed.

Introduction

This chapter provides procedures for configuring the Attendant along with recording and editing the messages that enable you to customize your Attendant Software. Also, at the end of this chapter is a section on Telephone Switch Administration. This section describes PBX features that the Attendant expects.

You must administer the following four elements of the Attendant Software.

- Voice Channel Configuration
- Attendant System Options
- Selector Code Maintenance
- Voice Messages

To perform these administrative functions you must login as *install*. This allows you to access the Attendant window and its administrative abilities.

Note

To get help while configuring the Attendant Software, strike the **HELP** key. To exit the help function, strike the **CONT** key to continue with the configuration.

Voice Channel Configuration

When you configure the Attendant Software, you must tell the system which channel contains Voice Power Cards. Follow these steps to set or change your channel configuration.

- 1 When the system prompts you with **Please login:** type *install* and strike Enter. The system prompts you with **Password.** Type your password and strike Enter.

If you have UNIX Version 3.2, type *face*. Otherwise, proceed to Step 2.

- 2 Access the system's administrative functions.

- 3 Select **Programs** from the administrative window and strike Enter.

- The system displays a list of installed programs. Select **VOICE POWER Attendant** from the window and strike Enter.

The following screen appears:

4 Using the arrow key, select **Voice Channel Configuration** and strike **Enter**.

- The system displays the Voice Channel Configuration window as follows:

The first column on the screen lists each channel's number. The second column lists each channel's configuration status: Attendant, Editing, Shared, or Other. The third column, 'Installed', indicates whether a channel is installed. The fourth column denotes the Voice Power card type--either VP1 or VP4. **Only the channel configuration status column can be changed.**

When a channel is configured as Attendant, it is dedicated to Attendant services.

When a channel is configured as Editing, is dedicated to editing outgoing messages.

When a channel is configured as Other, the channel is not used by the Attendant. **Channels are configured as Other by default.**

When a channel is configured as Shared, it can be used either for Attendant services or Editing. This configuration is used when a channel is not dedicated to Editing.

To change the configuration of a channel

- 1 Use the arrow keys to select the channel you wish to configure and press CHOICES. The following screen appears:

- 2 Use the arrow keys to select the configuration you desire for that channel. Repeat the step for each channel you wish to configure.

Note

You will be allowed to configure only one channel as Shared or Editing. The Voice Editor will always use that channel for editing.

- 3 When you have finished configuring all channels, press SAVE.

- The system saves the configuration and returns you to the Attendant Administration window. If you configured more than one channel as Shared or Editing, you will receive an error message and you will be prompted to

take effective action.

- ❑ After you have configured the Attendant Software, you must turn the Attendant on. See the section in this chapter titled “Attendant Operation” for complete details.

Note

To change already configured voice channels, you must turn off the Attendant, make the changes and turn the Attendant on again.

Attendant System Options

Two different Attendant options must be configured under this window: the D.I.D. station length, and the Wait for Input interval. **Both options may be set at the same time and saved.**

- 1 From the VOICE POWER Attendant window, select **Attendant System Options**.

The following screen appears:

D.I.D. Station Length

The D.I.D. station length is the number of digits it takes to dial an extension on your PBX. If a caller dials the # or * (star) character, the system expects an extension number. To process this number, the system must know the number of digits to expect. The default number for the option is 5 digits.

Follow these steps to set the station length.

- 1 From the Options window, select **D.I.D. station length**.
- 2 Enter the station length (numbers 1-99) at the blinking cursor .

Note

Attendant accepts only the number of digits for which it is set. For example, if Attendant is set for 7 digits and 8 are entered, Attendant will accept only the first 7.

If, however, Attendant is set for 7 digits and only 5 are entered, Attendant will wait the length of the Wait for Input interval to receive the additional 2 digits. If they are not entered, Attendant will time-out and transfer to a station preset by the system's administrator.

Wait for Input interval

The Wait for Input interval is the amount of time (in seconds) that the Attendant will wait for a touch tone input before playing the Error Message. The default value for this option is 8 seconds.

To set the time-out length. Follow these steps:

- 1 From the Options window, select **Wait for Input**
- 2 Enter the time, in seconds, at the blinking cursor.
- 3 When you have made the changes you wish, press **SAVE**. This saves the values of both the D.I.D. station length and the Wait for Input interval and returns you to the Attendant Administrative window.

Selector Code Maintenance

Selector codes are single-digit entries made on a touch-tone telephone. These codes are entered by a caller in response to the greeting and menu messages. Each selector code is translated into a PBX or centrex station number. The selector codes are 0 - 9,*,and #. The * and # characters are reserved for direct extension dialing. The caller should center an extension number after entering the * or # characters. For example, #4321. Code T defines the PBX station that receives the call when touch tone input is not received from the caller within the time specified by the Wait for Input interval. This PBX station is usually occupied by your system's operator or other human attendant.

Note

You may have two or more selector codes that translate to the same extension number.

Follow these steps to add, change, or remove a selector code.

- 1 From the Attendant Administration window, select **Selector Code Maintenance** and strike Enter.

- The symbol displays the Selector Code window as follows:

- 2 To add a selector code, select one of the codes (0 through 9 or T) and type the extension. Repeat this step if you wish to add additional codes. Below is a screen with a selector code chosen and an extension entered:

Note

When a caller enters a 1-digit selection, the Attendant transfers the call by generating one hook-flash, pausing for two seconds, and dialing the digits for the given selector code. Up to 20 digits can be provided. For each digit, one of the following may be chosen:

- 0-9
- *
- f, if an additional hook-flash is needed
- p, if an additional pause is needed

To change or remove a selector code, select the code you wish to change and press the space bar. Then either type in the new digits or leave the space blank.

3 When you have finished adding, editing, or removing, the selector codes, press **SAVE**.

- The system saves your changes and returns you to the Attendant Administration window.

Voice Messages

Types of Messages

The Attendant requires five recorded voice messages. Any of these messages can be recorded or edited by choosing the appropriate selection from the Attendant Administration window. The five types of voice messages are as follows:

- ❑ The greeting message is the first message the caller hears: therefore, it should identify the called entity. For example, *Hello, you have reached AT&T, Middletown, New Jersey.*
- ❑ The system plays the menu message directly after the greeting message. This message should list the selector codes for callers unfamiliar with them. For example, *To order telephone products, dial 1. To order computer products, dial 2. To reach an extension, dial the * character on you phone followed by the extension number. If you don't have a touch tone phone, please hold for the operator.*
- ❑ The system plays the response message before the call is transferred to the caller's specified destination. This message is intended as an acknowledgment that the caller's instructions have been understood. For example, *One moment please, your call is being transferred.*
- ❑ The system plays the error message when an undefined selector code has been entered by the caller. For example, *Please try your selection again.* After the error message is played, the menu message is repeated for the caller's convenience.
- ❑ The system plays the D.I.D. (Direct Inward Dialing) message only if a caller dials the * or # characters and is slow or undecided in dialing an extension number after the * and # characters. An example of a D.I.D. message is, *Please dial a four digit extension number.*

Recording Voice Messages

You use your telephone, or a microphone and speaker, to record or listen to Attendant's messages.

The table below shows recording options, based on the Voice Power cards installed in your system:

OPTIONS

Card Type	Mic/speaker	Phoneset plugged into VP card	External phone set
VP1	X	X	X
VP4	*	--	X

*= On the first channel only.
X= available
--=not available

When you select **Editing Voice Messages** from the Attendant Administration window, the Editing menu appears:

Regardless which menu item you select, the **Editing Choices** appears:

Note

If you select “Edit ALL the above messages”, when the Voice Editor screen appears, one of the function keys will be labeled **Next File** to allow you to proceed through all the message categories in the Attendant Editing menu.

Calling the Card

To make a call to the card, you must know the extension number of the line to which the card is connected. When the Voice Editor screen appears. You will be prompted to call the card. Pick up an external phone and dial the card’s number. You may begin editing after you see the message: **Call received, you may begin voice editing.**

To edit your message, consult the *Voice Power User’s Guide* for complete details on using the Voice Editor. When you have completed editing, press **EXIT** to return to the **Editing Choices** menu.

Receiving a Call

When you choose to receive a call from the card, the Card Dialing window will appear. Instructing you to dial a number.

Input the number for the appropriate Voice Power channel. Press **DIAL**. The telephone you have just dialed, will ring. After you lift the handset and speak, the Voice Editor appears.

Press **EXIT** and the **More Editing** menu appears:

Select a menu item. Regardless which item you select, the Voice Editor is invoked. The type of message you have chosen (e.g., greeting, menu) appears in the lower left box on the screen.

When you have completed editing, press CANCEL. The following screen appears:

If you are certain you have finished editing press CONT. If you have changed your mind and wish to edit further, press CANCEL to return to the **More Editing** menu.

Use Phone set or Mic

When you choose this option, the Voice Editor is invoked. Press PLAY and press the function key corresponding to the option you desire.

To return to the Editing Choices menu, press EXIT. Press CANCEL to return to the Editing Menu.

Attendant Operation

Follow these steps to turn the Attendant Software ON or OFF.

- 1 Select **Switch ON/OFF** in the Attendant Administration window and strike **Enter**.
 - The system displays the Attendant ON/OFF window.

The current status of the Attendant is displayed inside the blinking cursor. Either **ON** or **OFF** is shown.

- 2 Press **CHOICES** until the status you desire appears inside the blinking cursor.
- 3 Press **SAVE** to confirm your choice.

- ❑ The save returns you to the Attendant Administration window, If you changed the status to ON, your Attendant is now ready to take calls. If you changed the status to OFF, your Attendant is now disabled and will not take calls.

Note

The Attendant completes all calls in progress before it shuts down. It is good practice to turn the Attendant off before changing channel configuration and to turn it back on again when the changes are complete.

Log Files

The Attendant creates a log file that records details of every call received by the Attendant. This information may be useful for processing with other software (not supplied with this package).

The log file exists in the directory `/usr/spool/attendant/attlog` and is created the first time the Attendant is turned on. The log file is emptied and its contents are moved to a new file, `attlog.old`, early each Sunday morning. The file `attlog.old` is rewritten each Saturday.

Telephone Switch Administration

The Attendant expects a group of incoming PBX station lines with the following features:

- ❑ The line should be compatible with industry standard tip/ring analog telephone sets (AT&T 2500 or equivalent).
- ❑ The switch should recognize a 500 millisecond on-hook interval (hook flash) as a request to transfer a call. After a hook-flash, the Attendant will pause for 2 seconds and then send the digits of the selected station using touch tone (dtmf) signaling. After dialing the station number, the Attendant will go on-hook without waiting for answer or call-progress. This is known as blind transfer and may require special administration of the host switch. If the destination station remains busy or does not answer, the call must not re-ring the transferring station, but instead will transfer back to the Attendant.
- ❑ The station lines that terminate on the Attendant should be in a hunt group and incoming calls should be routed to this hunt group as direct-lines.

Unix Administration

The standard Unix System V, Release 3.2 system, parameters should allow up to eight (8) Auto Attendant channels to be run without any special modifications by the end user. If more than eight (8) channels are required, contact an experienced Unix system administrator. The following information is provided for that administrator. Do not attempt to modify the system yourself.

Consult Chapter 5 of the *386 System Operations/System Administration Guide* where the section “Tunable System Parameters” lists the parameters and provides instruction on their modification. Some of the parameters that may require changing are:

MAXUP
NFIE
NPROC
NOFILES

If you have other software packages installed on your 6386, you may be required to change additional parameters.

Other useful sections include “Kernel Messages When System Limits Are Being Exceeded” which explains how to tune the system if certain error messages appear onscreen during operation; “What To Do When You Add More Memory” which should be followed for your particular configuration; and “2K File System Parameters” where there are instructions which should be followed if the 2Kb file system is installed.

