

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

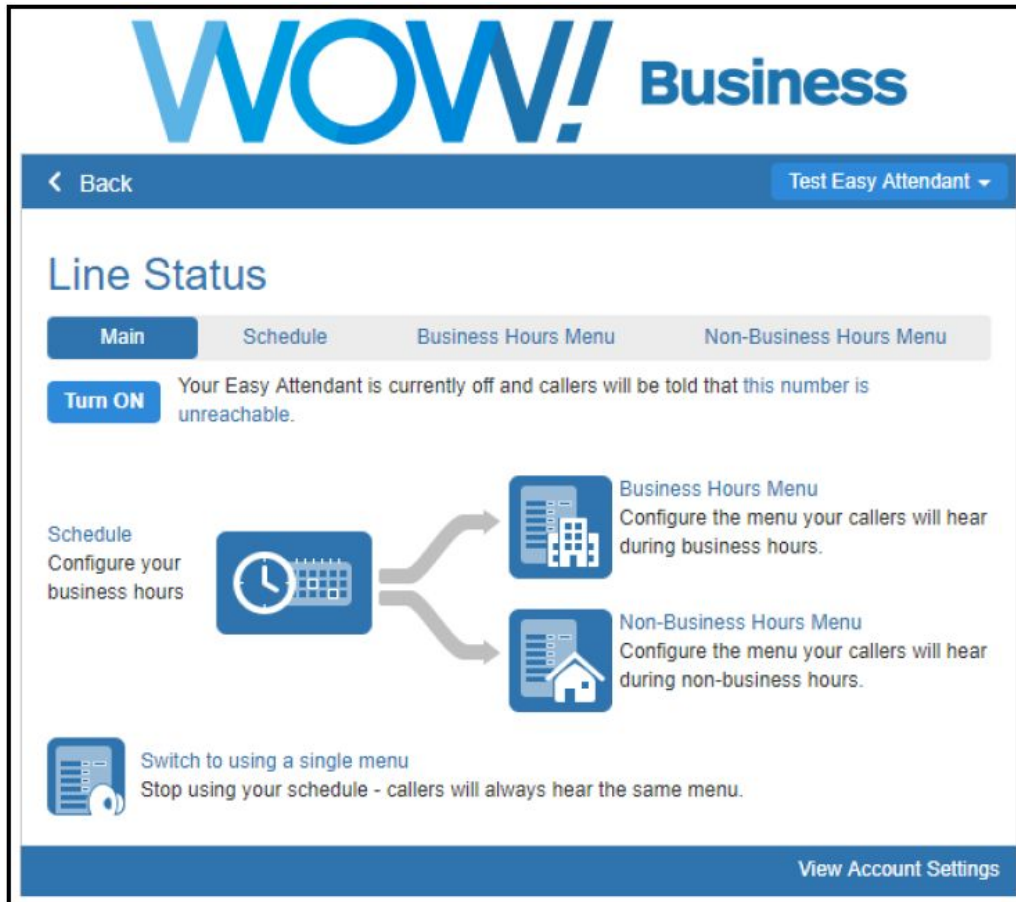
Virtual Office uses the Easy Attendant application and is accessed through the CommPortal. When you go to the WOW! Business Hosted VoIP Web Portal link (<https://phone.wowforbusiness.com>), the first screen that appears is your login screen. Enter your telephone number and password.

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

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

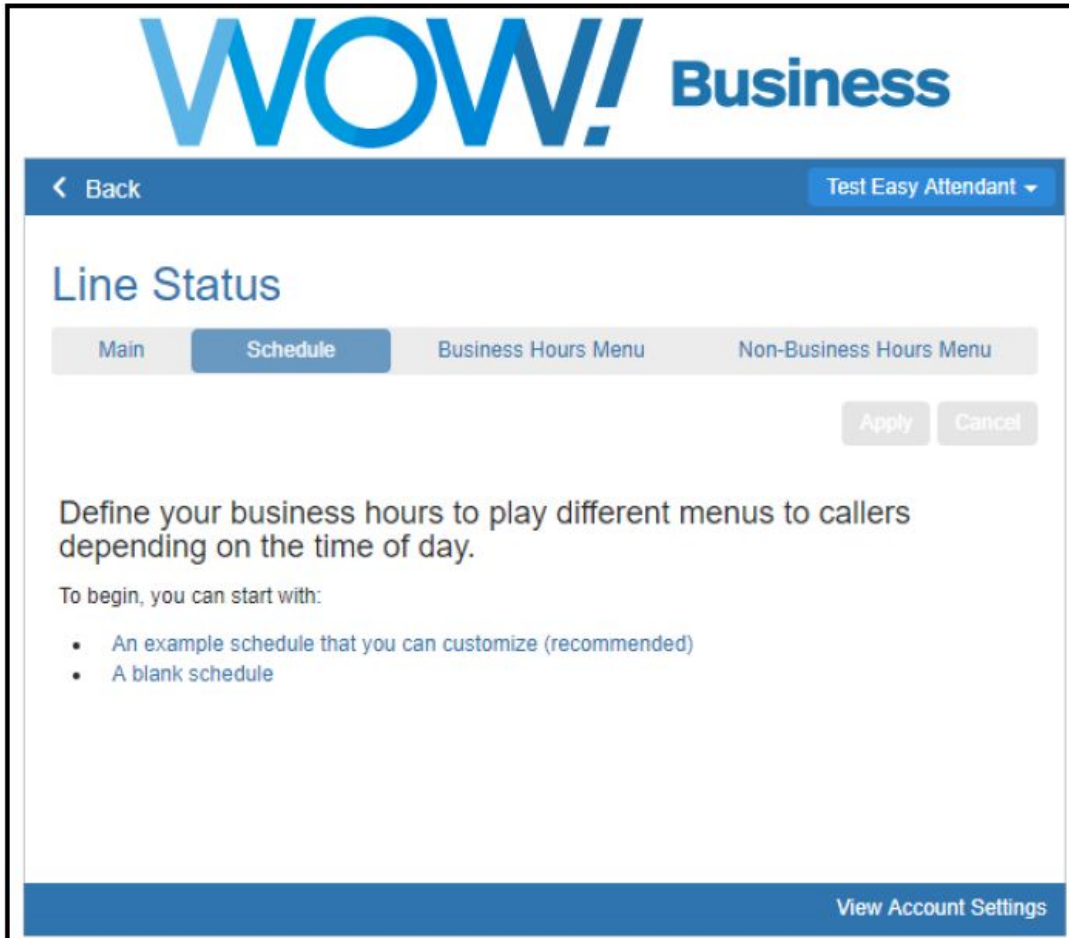


Setting up Virtual Office for the First Time

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, the 'WOW! Business' logo is displayed. Below the logo is a navigation bar with a '< Back' button on the left and a 'Test Easy Attendant' button with a dropdown arrow on the right. The main heading is 'Line Status'. Below this heading is a tabbed interface with 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 text: 'Define your business hours to play different menus to callers depending on the time of day.' followed by 'To begin, you can start with:' and a bulleted list:

- [An example schedule that you can customize \(recommended\)](#)
- [A blank schedule](#)

 At the bottom right of the page, there is a 'View Account Settings' link.

Schedule (cont.)

WOW! Business

< Back Test Easy Attendant ▾

Line Status

Main **Schedule** Business Hours Menu Non-Business Hours Menu

Apply Cancel

Configure your business hours by clicking on the appropriate cells in the grid. Click and drag to select multiple cells.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am	Business Hours	Business Hours	Business Hours	Business Hours	Business Hours		
9 am	Business Hours	Business Hours	Business Hours	Business Hours	Business Hours		
10 am	Business Hours	Business Hours	Business Hours	Business Hours	Business Hours		
11 am	Business Hours	Business Hours	Business Hours	Business Hours	Business Hours		
12 pm	Business Hours	Business Hours	Business Hours	Business Hours	Business Hours		
1 pm	Business Hours	Business Hours	Business Hours	Business Hours	Business Hours		
2 pm	Business Hours	Business Hours	Business Hours	Business Hours	Business Hours		
3 pm	Business Hours	Business Hours	Business Hours	Business Hours	Business Hours		
4 pm	Business Hours	Business Hours	Business Hours	Business Hours	Business Hours		
5 pm	Business Hours	Business Hours	Business Hours	Business Hours	Business Hours		
6 pm							
7 pm							
8 pm							
9 pm							
10 pm							
11 pm							

Special Days

Configure days when your normal weekly schedule does not apply, for example vacations. On these days, your non-business hours menu will be played all day.

Special Days Icon

Zoom In

Key: Business Hours Non-Business Hours

[View Account Settings](#)

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.)

WOW! Business

[< Back](#)
[Test Easy Attendant ▾](#)

Configure days that will be your special days.

During special days, your Non-Business Hours menu will be active.

Click a date on the calendar to make it a special day, or click an existing special day to make it normal again. You can also click and drag to change several days at once.

November 2018

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December 2018

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
		31				

January 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

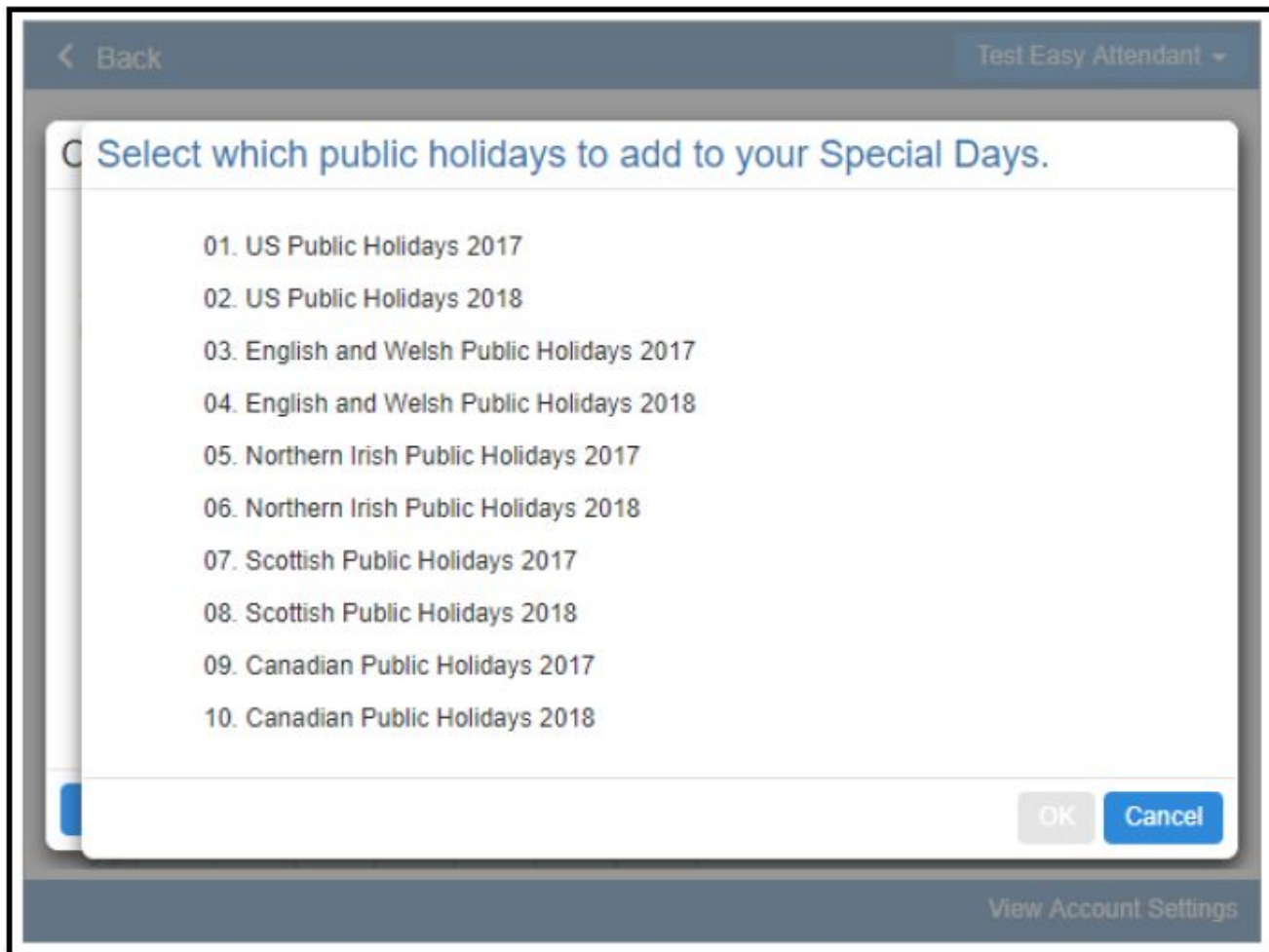
[Go To Today](#)
[Clear All](#)
[Add Public Holidays](#)
[OK](#)
[Cancel](#)

[View Account Settings](#)

Special Days

You can pre-set certain dates that will automatically flow to your Non-Business Hour menu. Simply highlight the dates you wish to treat as non-working days and click apply.

Schedule (cont.)



The screenshot shows a software interface with a dark blue header bar. On the left is a '< Back' button, and on the right is a 'Test Easy Attendant' button with a dropdown arrow. Below the header is a white dialog box with a blue title bar that reads 'Select which public holidays to add to your Special Days.' Inside the dialog, there is a list of 10 items, each preceded by a number from 01 to 10. At the bottom right of the dialog are 'OK' and 'Cancel' buttons. Below the dialog, in the dark blue footer bar, is a 'View Account Settings' link.

< Back Test Easy Attendant ▾

Select which public holidays to add to your Special Days.

- 01. US Public Holidays 2017
- 02. US Public Holidays 2018
- 03. English and Welsh Public Holidays 2017
- 04. English and Welsh Public Holidays 2018
- 05. Northern Irish Public Holidays 2017
- 06. Northern Irish Public Holidays 2018
- 07. Scottish Public Holidays 2017
- 08. Scottish Public Holidays 2018
- 09. Canadian Public Holidays 2017
- 10. Canadian Public Holidays 2018

OK Cancel

View Account Settings

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.

WOW! Business

← Back Easy Attendant ▾

Line Status

Main Schedule **Business Hours Menu** Non-Business Hours Menu

Apply Cancel

Assign functions to each key on the caller's phone

1	Play Announcement ▾	record
2	Transfer to Phone ▾	555-555-1234 ▾
3	Transfer to Voicemail ▾	555-555-4321 ▾
4	Unassigned ▾	
5	Unassigned	
6	Play Announcement	
7	Transfer to Phone	
8	Transfer to Voicemail	
	Unassigned ▾	
	Unassigned	

Record initial greeting

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)

record

View Account Settings

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.

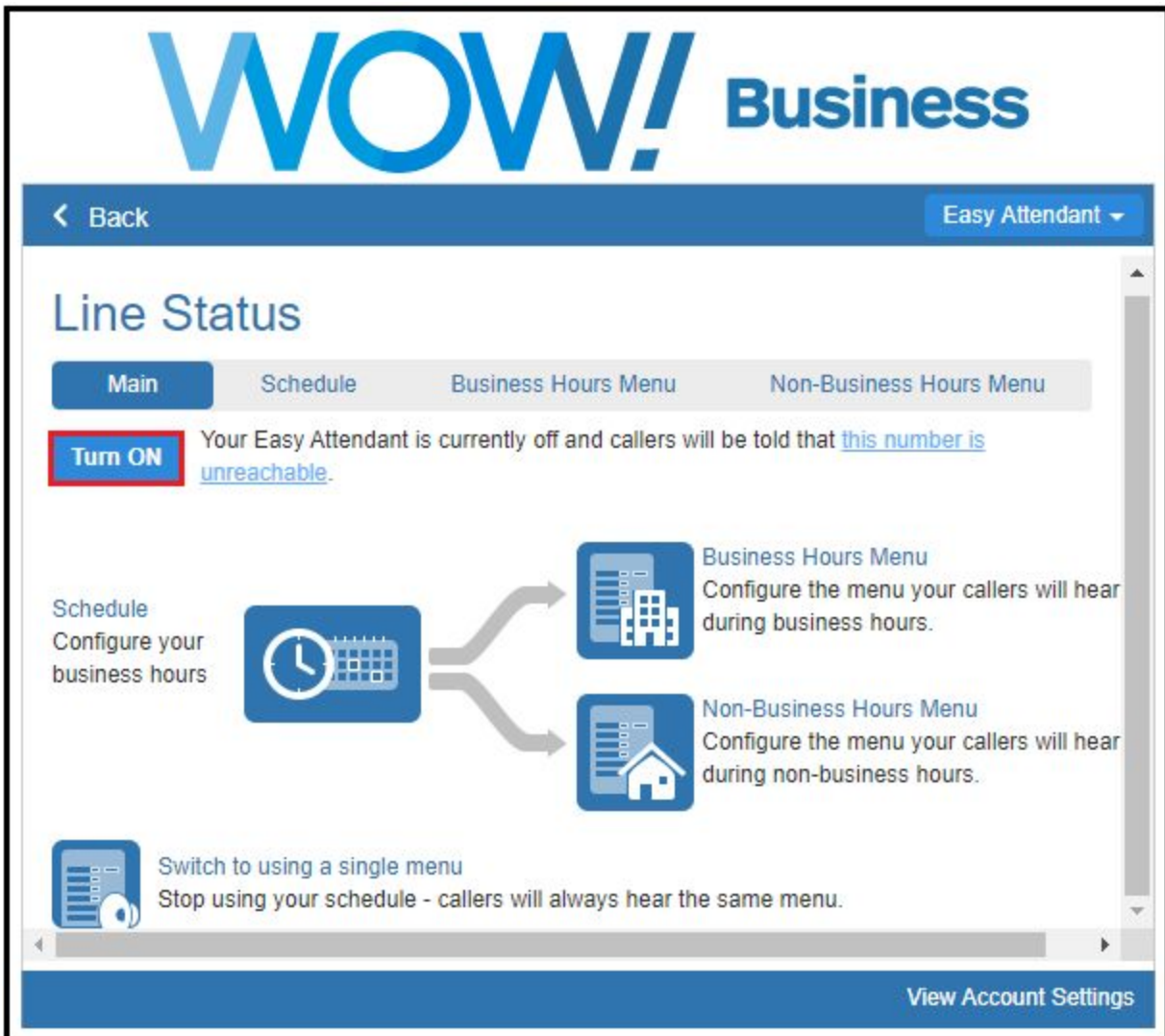
[Non-Business Hours Menu](#)
Configure the menu your callers will hear during non-business hours.

[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.





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:

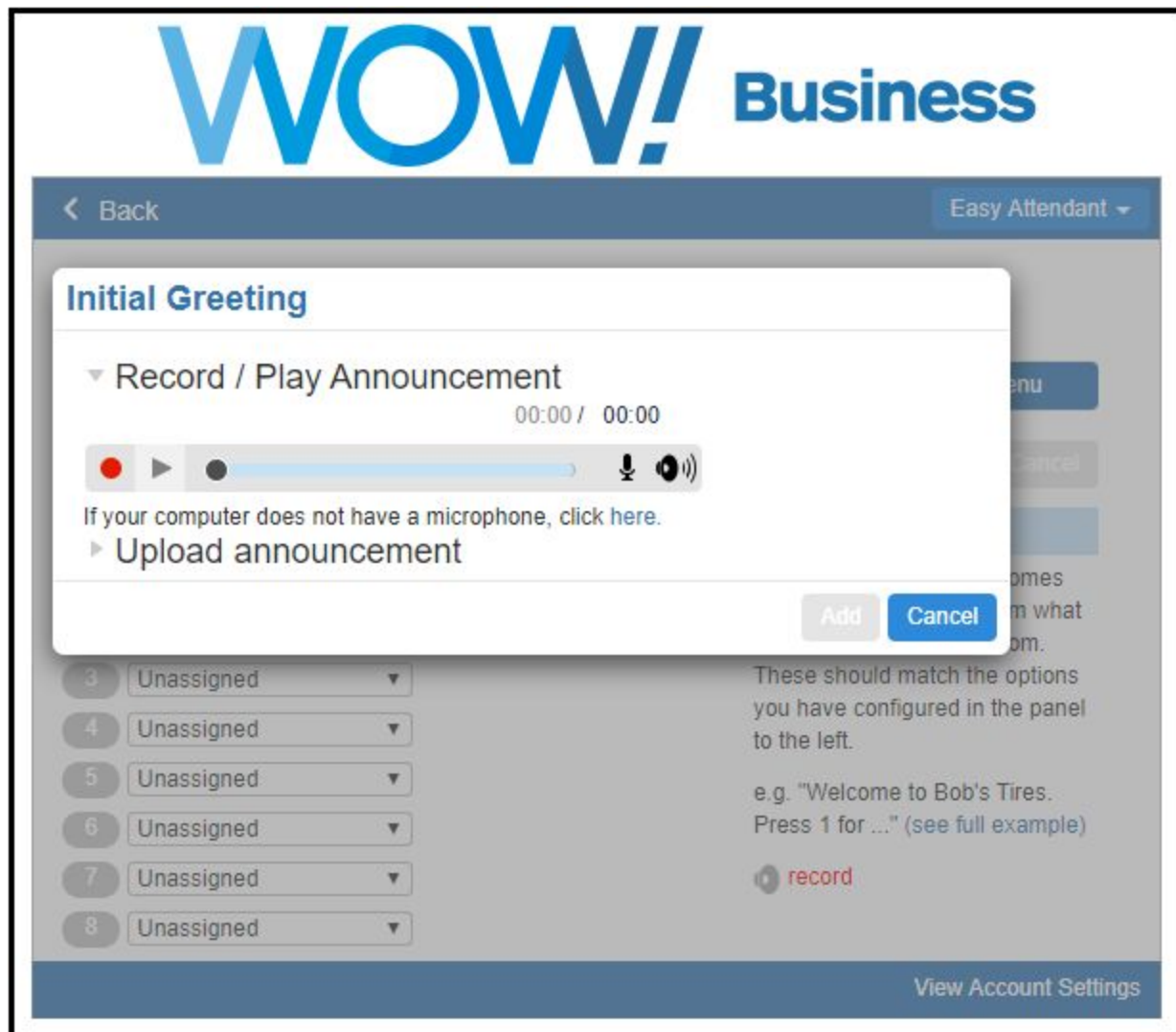
- Follow the instructions above for **setting** up your Easy Attendant menu, but don't click on any of the  **record** links that appear.
- Once you have configured your menu options, press "Apply" as usual to save your changes. You will be warned that you have not yet recorded an initial greeting, and 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.

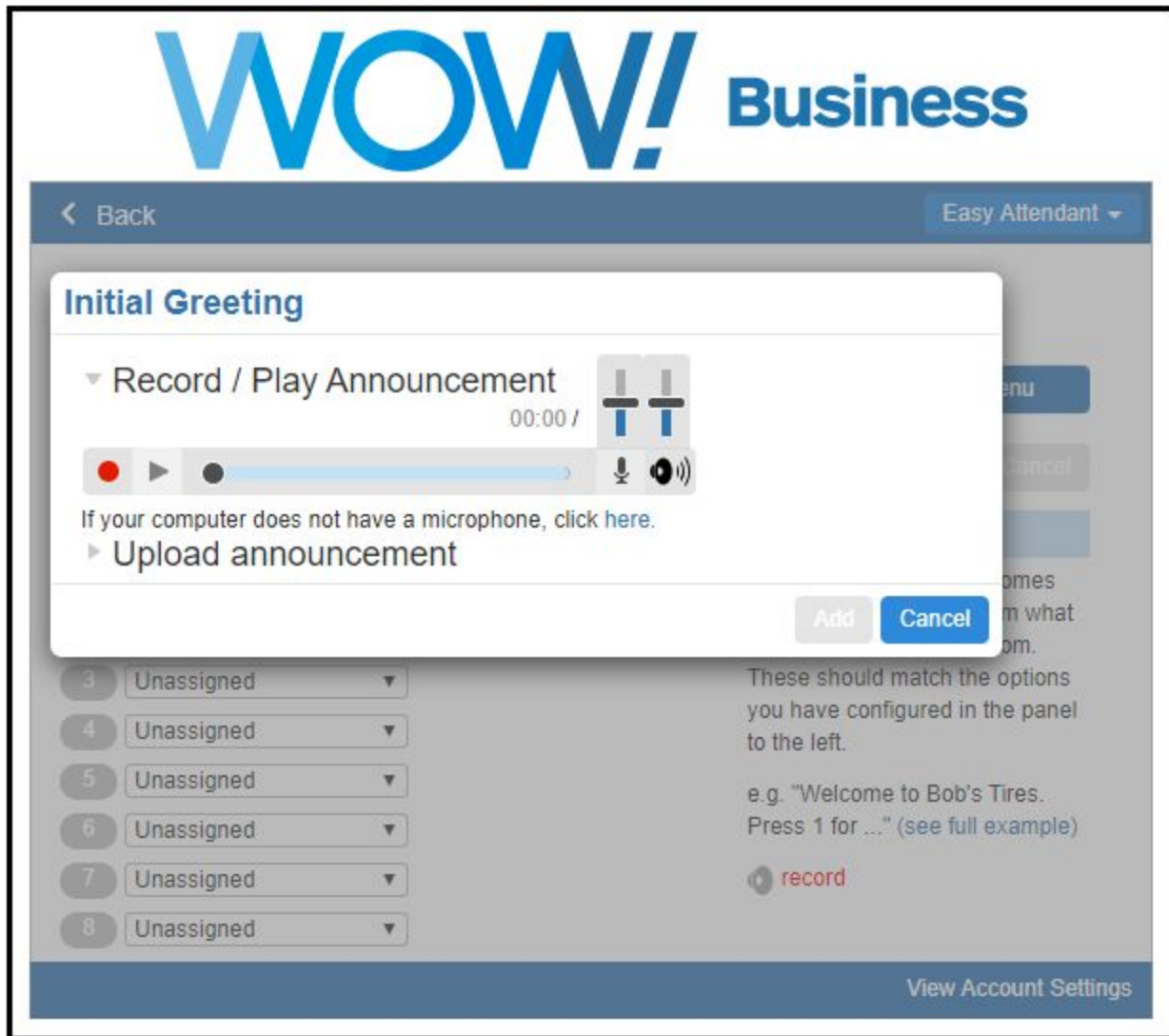
Message Recording Controls




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.



Message Recording Controls (cont.)





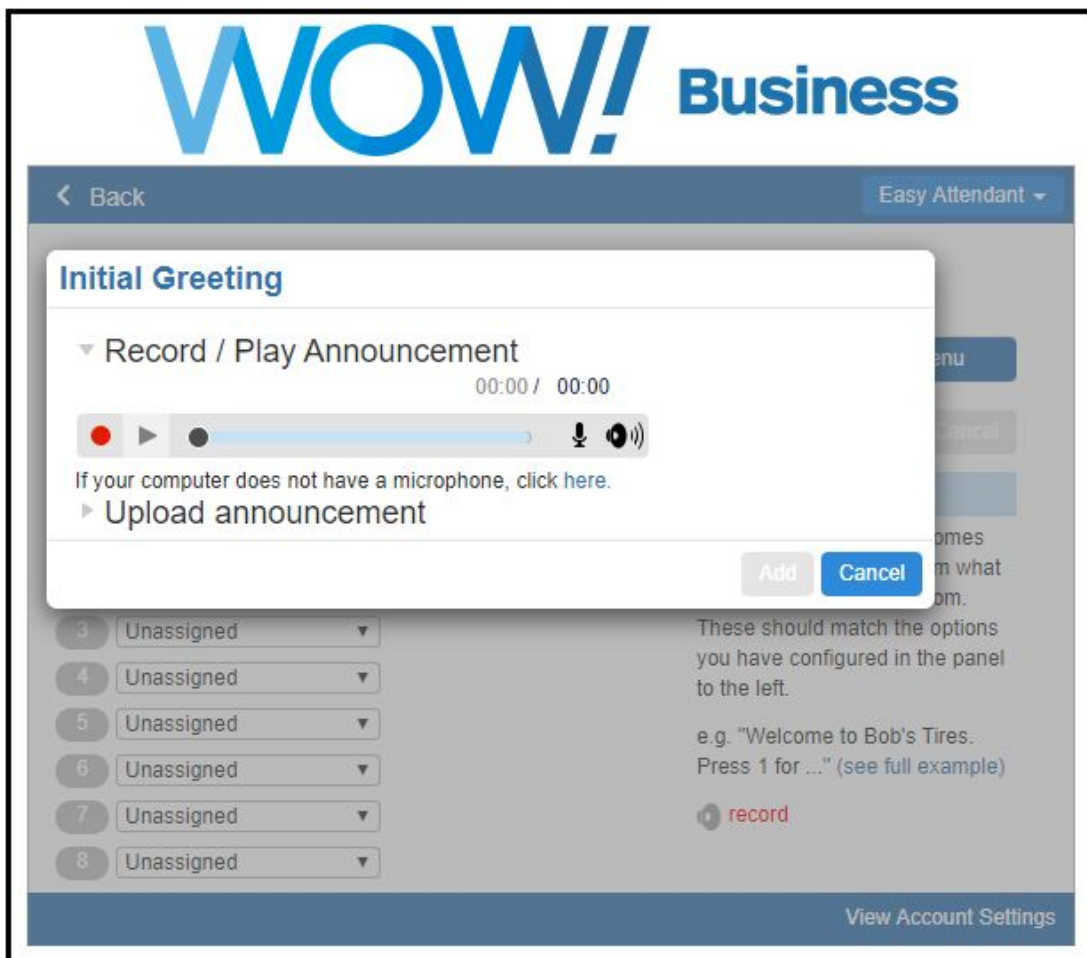
-  This control allows you to adjust the gain of your microphone. While recording, the  lights above this control will show how loud the signal is from your microphone. If the gain is set correctly then several green lights should appear while you are recording. If only one or two appear, then the gain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

