Auto Attendant – Start Up Setup

8x8, Inc.

The below example will show you how to set up 8x8 Auto Attendant to answer all incoming calls. Consider this option if you have complex internal departments, or just want to look like you do.

Key concepts: Auto Attendant automatic answer • Answering for multiple departments by using Ring Groups • Ring Group "ring patterns" • Ring Group voicemails.

Auto Attendant

Virtual Number
(555) 408-7765

Menu Description		Route To		
		Notes	Action (Transfer to)	Action Details (Ext, RG, etc.)
1	Sales	Simultaneous	Ring Group 2001	Ext 1001
2	Support	Cyclic	Ring Group 2002	Ext 1003, 1001
9	Investors	Cyclic	Ring Group 2003	Ext 1002, 1001
0	Repeat Menu			

Set Up Notes

1. Set up the Ring Groups that will be needed
   a. Decide on the ring-pattern for each Ring Group: simultaneous, cyclic or cyclic repetitive
2. Consider what the "Busy" and "No Answer" forward settings for each Ring Group will be
   a. If you forward to voicemail, you will need to record the voicemail for each group
3. Add the phones to each group as appropriate
   a. Consider whether an individual extension should show its own caller ID or the main number
4. Configure your Auto Attendant hours of operation and time-schedules
   a. Add your options, including your Ring Groups, to the Auto Attendant
5. Record or upload your Auto Attendant messages
6. Set the main Virtual Number to point at the Auto Attendant

Other Tips

- If you're using the Auto Attendant to look like a bigger company, consider:
  - Do not use the Corporate Directory in the Auto Attendant
  - Consider getting a professional voice recording