## Auto Attendant – Multiple Languages Setup



This example will show you how to set up your Auto Attendant to present options for multiple languages. We will use "SubMenus" to do this, and can use the same technique to set up multiple business identities for shared offices, etc.

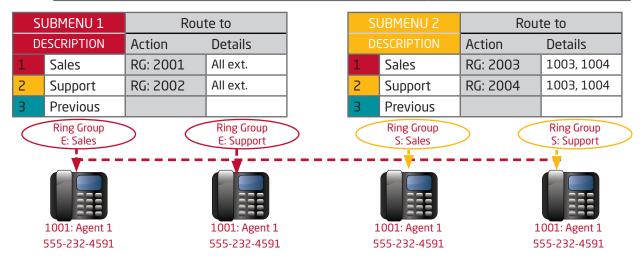
**Key concepts:** Auto Attendant automatic answer • Using SubMenus for multiple languages • Products or departments • Answering for multiple departments by using Ring Groups

## **Auto Attendant**

## Virtual Number (555) 555-1212



Menu Description		Route To		
		Notes	Action (Transfer to)	Action Details (Ext, RG, etc.)
1	English		SubMenu 1	
2	Spanish	SubMenu	SubMenu 2	
9	Repeat Menu			



## **Set Up Notes**

- 1. Set up the needed Ring Groups
  - a. Decide on the ring pattern for each Ring Group: simultaneous, cyclic or cyclic repetitive
  - b. Set the "Busy" and "No Answer" forwarding settings for each Ring Group
    - i. If you forward to voicemail, don't forget to record the voicemail for each group
- 2. Add the phones for each group as appropriate; bilingual agents will often be in multiple groups
  - a. Decide if individual extension should show its own caller ID or the main number
- 3. Configure your Auto Attendant hours of operation and time-schedules
- 4. Create your language options at the top of the Auto Attendant by using the "SubMenu" option
- 5. After selecting "SubMenu" hit "Create New" and label it the name of the language you want it to be; on the left-hand side, your language option is now part of the Auto Attendant "tree"
  - a. Set other Auto Attendant options like "Repeat Menu," or setting 0 for the receptionist
- 6. Click on the name of the language SubMenu on the left to access more options and selections
  - a. Add Ring Groups and other choices to the SubMenu
  - b. You can upload or record your SubMenu recording at this time, or go back later
- 7. Repeat this process for any other language SubMenu options you want
- 8. Record or upload your Auto Attendant recordings
- 9. Point your main Virtual Number at your Auto Attendant