Auto Attendant – Store Front Setup

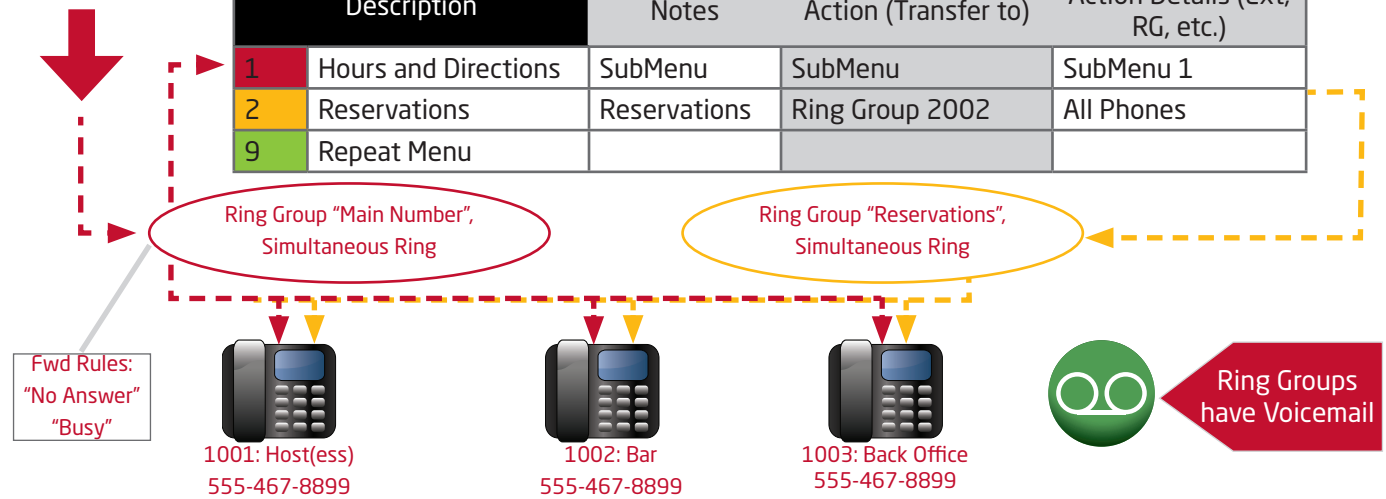
8x8, Inc.

This example will show you how to group all the phones in your store or office to ring simultaneously any time your main number is called, as well as how to set up special groups and voicemails for high-priority calls like "reservations" or "appointments."

Key concepts: Live answer • Using Ring Groups to have all phones ring at once • Setting up separate Ring Groups to handle group voicemails • Setting all phones to show the same caller ID.

Auto Attendant

	Menu Description	Route To		
		Notes	Action (Transfer to)	Action Details (Ext, RG, etc.)
1	Hours and Directions	SubMenu	SubMenu	SubMenu 1
2	Reservations	Reservations	Ring Group 2002	All Phones
9	Repeat Menu			



Set Up Notes

1. Set up a Ring Group called "Main Number" and set it to simultaneous ring
   a. Add all (or just some) of the phones into the group
   b. Set the Ring Group's "Busy" and "No Answer" forwarding rules to go to the Auto Attendant
2. Create another Ring Group called "Reservations" or "Appointments," set it to simultaneous ring
   a. Add all, or some phones into this group
   b. Set the "Busy" or "No Answer" forward rules for this Ring Group to go to Voicemail
3. Configure your Auto Attendant hours of operation and time schedules
   a. Add your options, including your Ring Groups, to the Auto Attendant
4. Record or upload your Auto Attendant messages
5. Configure the settings of each extension in the "Reservations" Ring Group
   a. Make sure the voicemail-to-email is set to go to an email monitored by a manager or individual in charge of reservations
   b. Consider setting all caller IDs to match the main Virtual Number, this will prevent callers from calling an individual extension and circumventing the Ring Group Rules
3. Set the main Virtual Number to point at the Ring Group named "Main Number"

Other Tips

- Consider setting up the main Auto Attendant voicemail to handle other general voicemails
- You can create more Ring Groups with special voicemails such as "Shipping / receiving"