

BRISNORTH COMMUNICATIONS

How to change your Holiday Greeting on Zultys MX Auto Attendant.

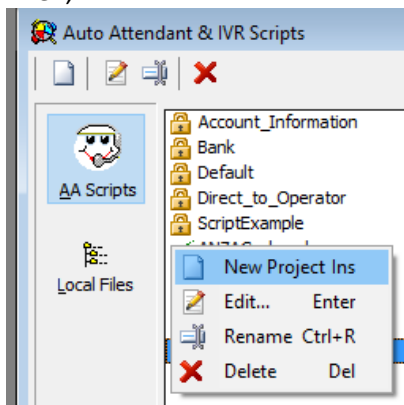
First, you want to create the greeting/recording/message; To do this, Use your handset, dial yourself, and (assuming your Call-Handling rules send calls to Voicemail when you are busy) you will go to your own Voicemail. Leave a message for yourself that is the message that you wish to save as the greeting – don't forget to ask them to leave their message after the tone...

Then, go into your voicemail inbox, and locate the "message" that you just left:

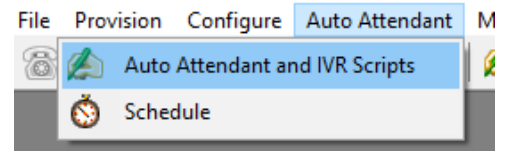
Either drag this to a folder/desktop, or right-click and Save it to a folder where you will easily find it later. You can give it an appropriate name like "ChristmasClosing2018" (name doesn't accept spaces)

Now, you are ready to upload the message to a "Script" that you can apply to the "Calendar" (Auto-Attendant schedule) : Log in to MX-ADMIN with your Username and password. Select "Auto-Attendant" and "Auto Attendant and IVR Scripts".

Then,

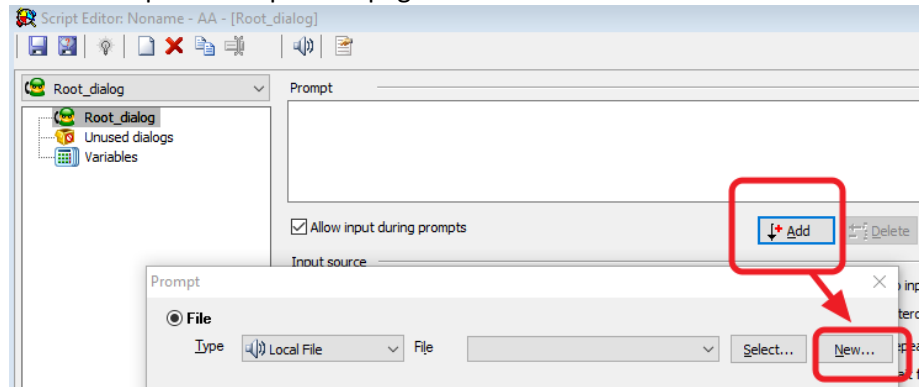


Right-click and create a New Project. Give your Script a Name, like "Christmas2018" for example.

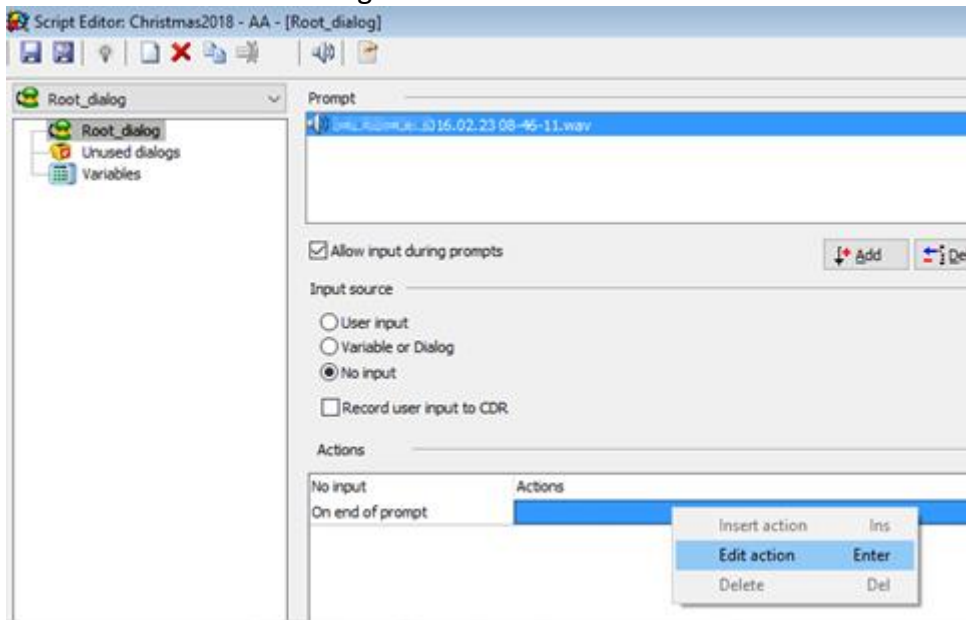


You'll then see the Action window where you can upload your Prompt/message/recording and add what action you would like AFTER the recording (e.g. play the prompt and THEN ... transfer to a mobile ... or send to messagebank)

Click on "Add" , then "new" - and search for the filename that you saved in the first step at the top of the page.



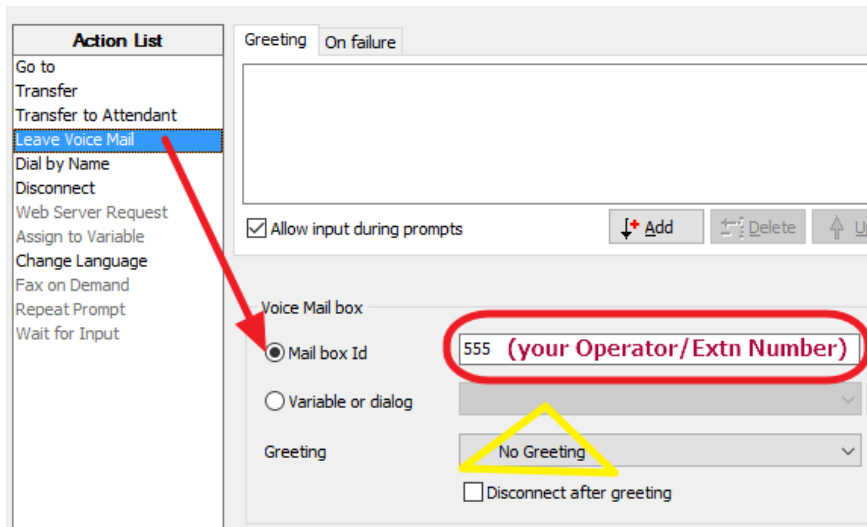
Save that and click "OK" ... then , select the "No Input" button, and right-click on the "Actions" to tell it to forward or take a message etc -



Next, on your "Actions List", either select "Transfer" and enter the number that you want the calls forwarded to,

Or select "Leave VoiceMail", select the Mailbox ID button, and enter the Extension number of the Operator Group where you want the message to end up: (555 in this example)

Action Editor (On end of prompt)

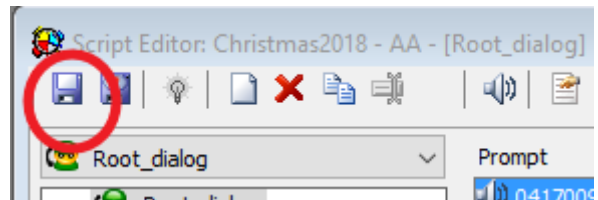


If you don't know the Operator extn number, you can look it up by clicking "Configure", and "Operator and Call Groups" and then observing the Ext.No. for the group.

You should select "No Greeting", as you will have already uploaded your greeting/message in the previous step which will have invited the caller to leave a message after the tone.

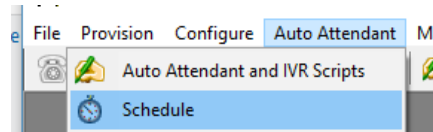
Press "OK" and save your script

Don't forget to SAVE your 'Project', too :

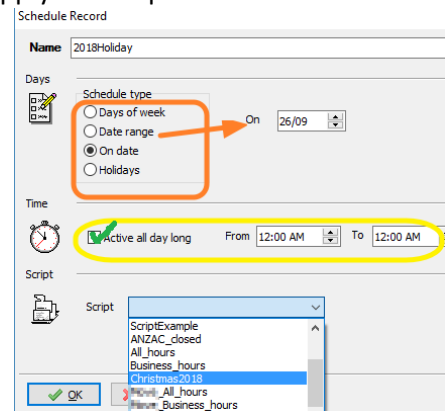
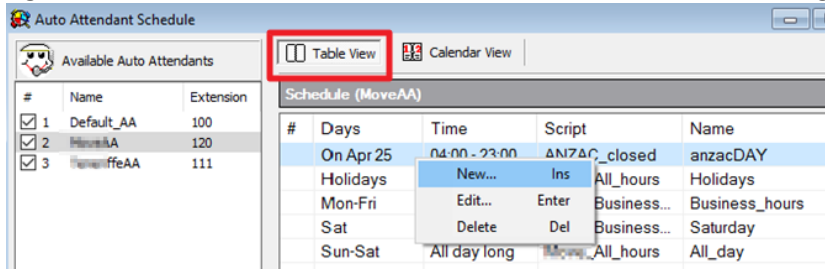


Now you can apply that script to your CALENDAR, and have it automatically work on the date/time/range that you want:

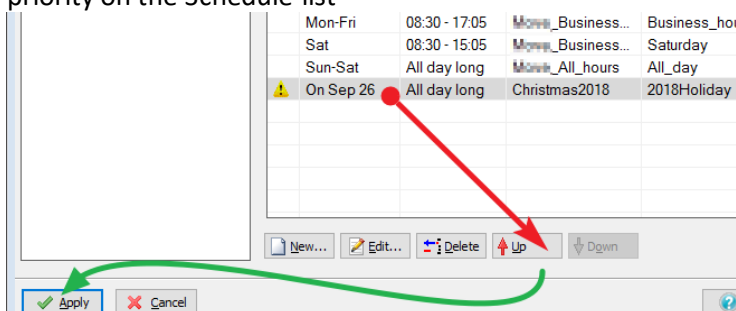
Click "Auto Attendant" and select "Schedule"



Now, click on the LEFT side of the Scheduler that shows "Available Auto Attendants", select the one that you want to apply this script to on the Left, and then on the right-hand-side, RIGHT-click to create a new Calendar date/time range to apply the Script to:



Give it a name, select the date and time or date-range as needed, and then find your SCRIPT from the drop-down list. Click "OK", Then **important** use the "UP" button to raise your schedule to the TOP-priority on the Schedule-list



You're Done !

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