

CTS Cloud Auto Attendant Greetings & Schedule Change Instructions

Accessing the System

Note: Please refer to the Easy Attendant Quick Reference Guide for login directly to the Attendant – or the following through the Admin Portal

- From your computer browser navigate to <https://ctscloud.uccomportal.com/bg>
- At CommPortal Web window enter your Admin Direct Phone Number with no dashes or spaces (example: 2484561234)
- Enter your password –(Password is case sensitive)
- Select “Log in”
- You have opened your Admin Portal as shown below

The screenshot displays the Business Group Admin Portal interface. The top navigation bar is blue and contains the text "Business Group Admin Portal" on the left and "Your Name" with a dropdown arrow on the right. A left-hand sidebar menu is also blue and lists various categories and sub-items: Home, Groups (with sub-items: Hunt Groups (MLHGs), Call Pickup Groups, Supervisor Dashboard), All Lines (with sub-items: Users, Attendants, Group Access, Phones), and Services (with sub-items: Departments, Short Codes, Account Codes, Extensions, Call Analytics, Music on Hold, Auto-Attendant, Misc. Settings, Help, and Send Feedback). The main content area has a light blue background and is divided into three sections: "Groups", "All Lines", and "Services". Each section includes a brief description and a grid of orange circular icons with white symbols, each with a text label below it. The "Groups" section icons are "Hunt Groups (MLHGs)", "Call Pickup Groups", and "Supervisor Dashboard". The "All Lines" section icons are "Users", "Attendants", "Group Access", and "Phones". The "Services" section icons are "Departments", "Short Codes", "Account Codes", and "Extensions".

For additional assistance please
contact our service Department at
248-451-1234



Navigate

1. Select Attendants in the All Lines Group in on the left column,
2. You will then see your Auto Attendant(s) listed to the right, click anywhere on the line or, on the right select Actions, choose - View Attendant Settings
3. This opens your Attendant Portal
 - o *Note, most Business Groups have an Auto Attendant with a Schedule, some do not and have the same greeting 24/7, both are shown below*

Home CSS AA ▾

Line Status

Main Schedule Business Hours Menu Non-Business Hours Menu Extensions

Turn OFF Your Easy Attendant is currently on.

Schedule
Configure your business hours

Business Hours Menu
Configure the menu your callers will hear during business hours. **(IN USE)**

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.

or

Line Status

Main Easy Attendant Menu Extensions

Turn OFF Your Easy Attendant is currently on.

Easy Attendant Menu
Configure the menu your callers will hear.

Switch to using a schedule
Configure separate menus to be played to callers during business hours and non-business hours.

Or you might have a Premium Auto Attendant which offers more schedule and announcement options that looks like this:

The screenshot shows a web interface for a Premium Attendant. At the top, there is a blue header with 'Home' on the left and 'Premium Attendant' with a dropdown arrow on the right. Below the header is a 'Line Status' section with a navigation bar containing 'Main' (highlighted in orange), 'Schedule', 'Menus', 'Announcements', 'Extensions', and 'Advanced'. The 'Main' section is divided into two status boxes: 'Activation Status' and 'Service Status'. The 'Activation Status' box shows 'Your Premium Attendant is currently on.' with a 'Turn OFF' button. The 'Service Status' box shows 'Your current period is Open, and callers are being played your Main Menu menu.' with a green checkmark icon and the text 'The configuration contains no errors.' To the right of these status boxes are five configuration options, each with an icon and a brief description: 1. A clock icon for 'Configure your weekly schedule and holidays, so that different menus can be played based on time and day.' 2. A menu icon for 'Define the menus that your callers will be offered, and the actions they can choose from.' 3. A speaker icon for 'Record the announcements your caller will hear.' 4. A telephone handset icon for 'Manage the extensions your caller can transfer to.' 5. A gear icon for 'Configure the advanced settings that apply across all your menus.'

Greetings

For Step by Step of recording greetings, please refer #6 of the Easy Attendant Quick Reference Guide for greetings change instructions. Your Auto Attendant has been programmed for the greetings you requested initially – either all day/one greeting, Business Hours and Non Business Hours, or with Premium, you have menus and greetings that interchange with your schedule. When you access the Auto Attendant (you are assigned a 480xxxxxxx number and PIN), it will guide you through to each recording that you can change.

- *Note – you do not need to Turn Off your Auto Attendant to record greetings, turning it off will cause no greeting when a caller calls.*

Listening to and Saving Greetings

- In the diagram that follows you see the green 'listen/change' fields. These can be opened to hear the current greetings. The window that follows shows that feature. It also shows where you can download this WAV file, once in your downloads you can rename it, and upload when needed. This is convenient when creating a temporary holiday or special time/day greeting and you want to reload your original greeting again at a later time.

- o Note in the diagram it shows how listen/change options – some customers have ‘Announcement Only’ greetings for a Press # option. The listen/change to the right is the main greeting for the Hours group you are in.

Main
Schedule
Business Hours Menu
Non-Business Hours Menu
Extensions

Assign functions to each key on the caller's phone

1	Transfer to Phone	▼	200	▼
2	Transfer to Phone	▼	200	▼
3	Transfer to Phone	▼	208	▼
4	Transfer to Phone	▼	210	▼
5	Play Announcement	▼	listen/change	
6	Unassigned	▼		
7	Unassigned	▼		
8	Unassigned	▼		
9	Unassigned	▼		
0	Transfer to Phone	▼	(480) 152 4499	▼

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 ..."
[\(see full example\)](#)

listen/change

Initial Greeting

▼ Record / Play Announcement

00:33 / 00:45

●

⏏ 🔊

If your computer does not have a microphone, click [here](#).

▶ Upload announcement

Auto Attendant Schedule

- Go to the Schedule tab of your Auto Attendant. Typically, Business Hours are Blue, and Non Business Hours are white. Changes for what times these greetings will play can be made here. For 15 minute increments select Zoom In below the grid. For Special Days that you want your night greeting to play select the Special Days icon to the right, these can be scheduled ahead, and each holiday recorded as a separate night greeting, or the generic night greeting can be used.

Home CSS AA ▾

Line Status

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


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							
9 am							
10 am	■	■	■	■	■		
11 am	■	■	■	■	■		
12 pm	■	■	■	■	■		
1 pm	■	■	■	■	■		
2 pm	■	■	■	■	■		
3 pm	■	■	■	■	■		
4 pm	■	■	■	■	■		
5 pm	■	■	■	■	■		
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.



Zoom In

Key: ■ Business Hours Non-Business Hours