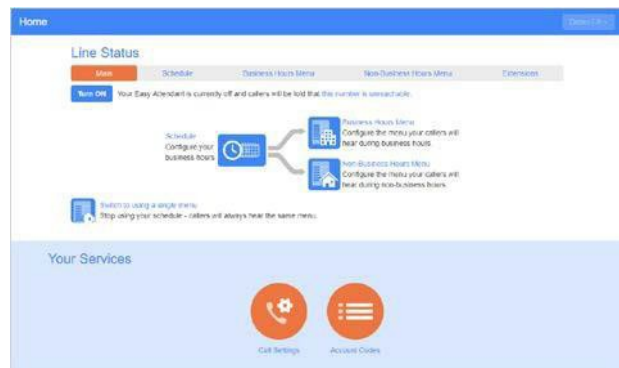
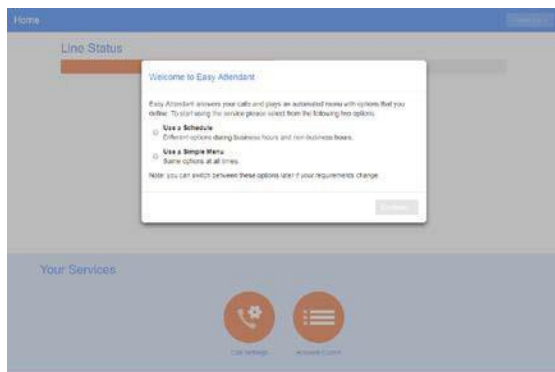


Easy Attendant Quick Reference Guide

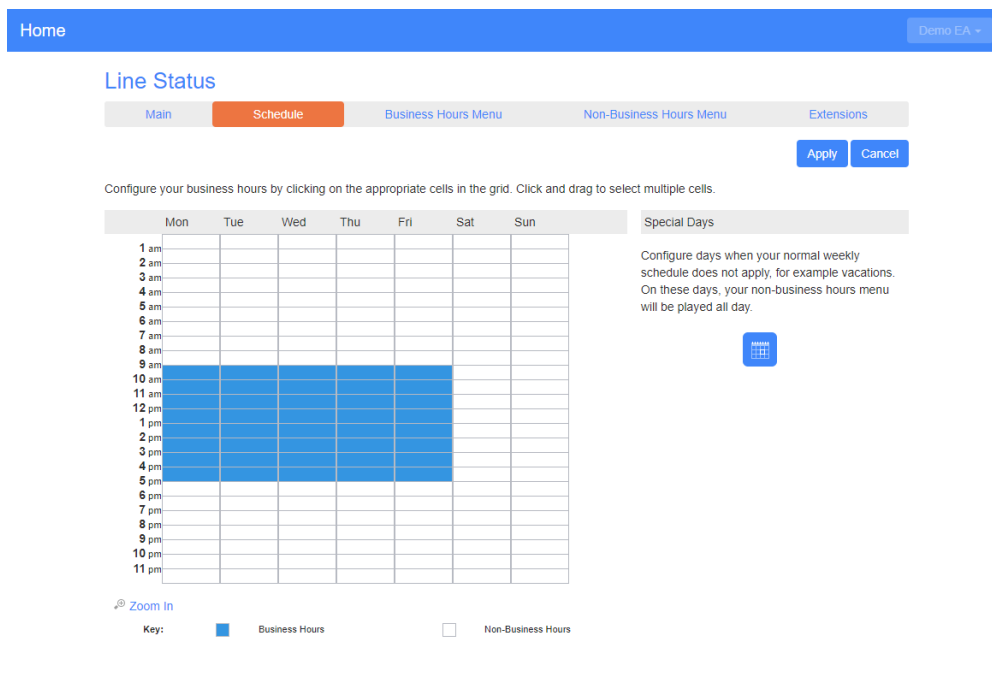
Accessing the System

- Go to <https://ctscloud.ucommportal.com/>
- Enter Login: XXXXXXXXXX# (the 10 digit phone number assigned as the auto attendant).
- Enter Commportal Password: (This would be your default Commportal Password)
- You will see the screen below. Choose whether you want your auto attendant to play the same greeting/menu options at all times or have a different greeting/menu play for business and non-business hours.



Screen showing Schedule option for Business/Non-Business hours menu

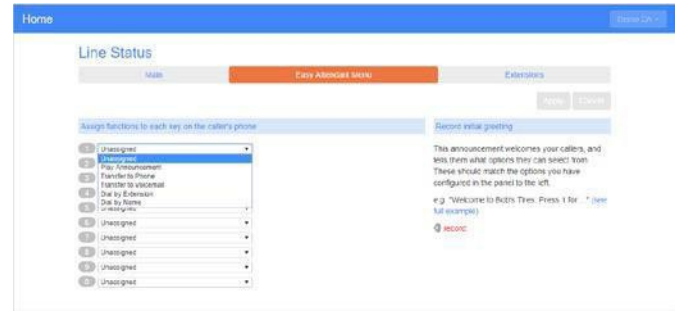
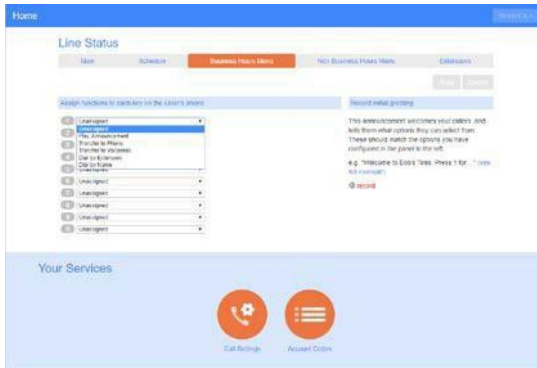
1. If you choose different schedules for your menu, under the Schedule tab highlight the timeframe you want your menus to play. Always click Apply after making your changes.



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2. You can now build your menu options. There are 5 options to choose from for each numbered button.



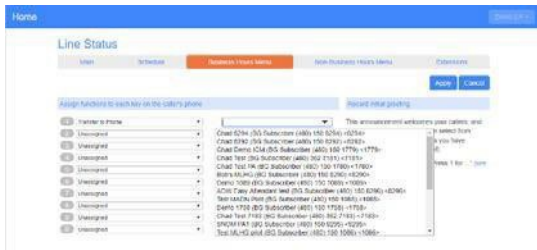
Play Announcement – For announcements only (i.e. directions to office, website info, office info, hours of operation, etc).

Transfer to Phone – transfers a caller to a selected phone number chosen from the drop down list.

Transfer to Voicemail – transfers a caller to the voicemail box of a selected phone number chosen from the drop down list.

Dial by Extension – allows a caller to enter an extension number to be connected to.

Dial by Name – allows a caller to enter the first three letters of first or last name. System recommends the closest matches for the caller to select from and be connected to.



Screen showing Transfer to Phone and drop down list



Screen showing all options

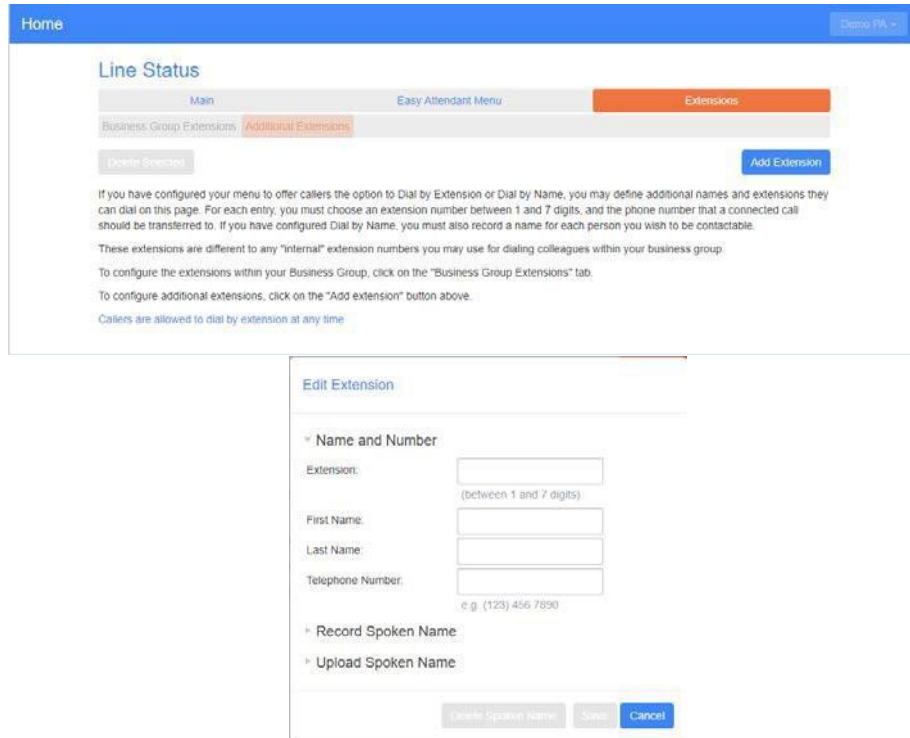
3. The Extensions tab shows the extensions callers can access when they press the corresponding number option. It also shows whether a name has been recorded for that extension. The extension recording has to be done in order to be used in the Dial by Name feature.

Extension	Name	Telephone Number	Recorded	Available	Speech Name
1000	1000 (1000) 1000	(408) 150 1000	None	✓	1000
1001	1001 (1001) 1001	(408) 150 1001	None	✓	1001
1002	1002 (1002) 1002	(408) 150 1002	None	✓	1002
1003	1003 (1003) 1003	(408) 150 1003	None	✓	1003
1004	1004 (1004) 1004	(408) 150 1004	None	✓	1004
1005	1005 (1005) 1005	(408) 150 1005	None	✓	1005
1006	1006 (1006) 1006	(408) 150 1006	None	✓	1006
1007	1007 (1007) 1007	(408) 150 1007	None	✓	1007
1008	1008 (1008) 1008	(408) 150 1008	None	✓	1008
1009	1009 (1009) 1009	(408) 150 1009	None	✓	1009
1010	1010 (1010) 1010	(408) 150 1010	None	✓	1010
1011	1011 (1011) 1011	(408) 150 1011	None	✓	1011
1012	1012 (1012) 1012	(408) 150 1012	None	✓	1012
1013	1013 (1013) 1013	(408) 150 1013	None	✓	1013
1014	1014 (1014) 1014	(408) 150 1014	None	✓	1014
1015	1015 (1015) 1015	(408) 150 1015	None	✓	1015
1016	1016 (1016) 1016	(408) 150 1016	None	✓	1016
1017	1017 (1017) 1017	(408) 150 1017	None	✓	1017
1018	1018 (1018) 1018	(408) 150 1018	None	✓	1018
1019	1019 (1019) 1019	(408) 150 1019	None	✓	1019
1020	1020 (1020) 1020	(408) 150 1020	None	✓	1020
1021	1021 (1021) 1021	(408) 150 1021	None	✓	1021
1022	1022 (1022) 1022	(408) 150 1022	None	✓	1022
1023	1023 (1023) 1023	(408) 150 1023	None	✓	1023
1024	1024 (1024) 1024	(408) 150 1024	None	✓	1024
1025	1025 (1025) 1025	(408) 150 1025	None	✓	1025
1026	1026 (1026) 1026	(408) 150 1026	None	✓	1026
1027	1027 (1027) 1027	(408) 150 1027	None	✓	1027

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4. Each extension user records their name when setting up their personal voicemail greeting. If not recorded, you may record the extension name when recording the auto attendant initial greeting.
5. You can also add additional extensions that are not already in your business group, such as a cell phone number or another outside number. Just click on Add Extension and enter the information.



6. You can now record your initial greeting, any announcements, and any extensions that have not been recorded.
 - a. From your desk phone, dial your Voicemail button or *98. Alternatively, you can dial (480) 302-6991 from any phone to reach the messaging center.
 - b. Press * to bypass your personal voicemail greeting if calling from your desk phone.
 - c. Enter the Easy Attendant number plus the # key (XXXXXXXXXX#).
 - d. Enter your PIN plus the # key. You will need to create a PIN if you don't have one already created.
 - e. Press 1 to change the Easy Attendant configuration.
 - f. Press 2 to change the Initial Greeting (this is your main menu). If you have a different greetings scheduled for Business Hours and Non-Business Hours, choose whichever option you want to record.
 - g. Press # to edit the Initial Greeting (if already recorded, the current greeting will play first).
 - h. Press 1 to record.
 - i. Save the recording. You can hang up to exit the system. Or follow the directions to record any announcements or extensions that have been programmed into the menu options list.
7. You can turn now turn on your Easy Attendant from the website or through the phone system.
8. To log out of the website, click on the wheel icon at the top right and choose Logout.

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