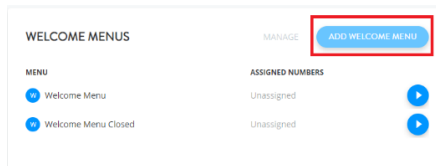


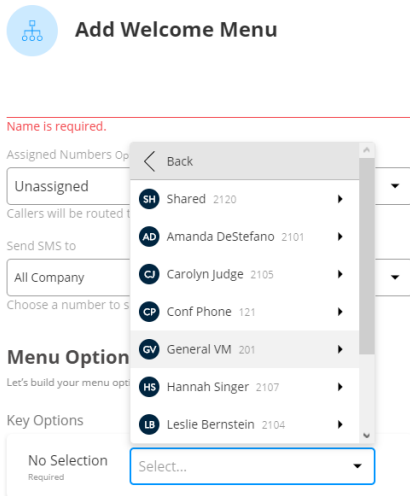
Creating 'Holiday' and 'Closed for Bad Weather' Welcome Menus and How to Activate Them Manually or Using Time Intervals.

To Create additional Welcome Menu for a Holiday or for Bad Weather Conditions:

- Login to app.net2phone.com as an admin.
- Select 'Dashboards' from the left-hand pane.
- Select 'Add Welcome Menu' from the Welcome Menu Module.



- Enter a name for your auto attendant e.g. 'New Years'
- Enter a 'No Selection' option e.g. 'General Voicemail'




- Scroll down to the 'Greeting' section and select option to 'Record Greeting Via Phone' or 'Upload Custom Greeting'.

If you selected 'Record Greeting Via Phone', please enter your cell phone number, the system will call you and direct you how to record the greeting.

Greeting

Playing: Default Greeting

 Your menu options are not included by default. Update your greeting message to include your menu options.

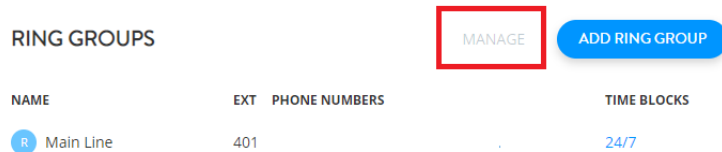


- Record Greeting Via Phone
- Upload Custom Greeting

- When you have completed uploading or recording the audio, press 'Save'.

To activate your new 'welcome menu' with a preset time interval:

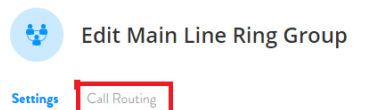
- Login to app.net2phone.com as an admin.
- Select 'Dashboards' from the left-hand pane.
- Select 'Manage' from the Ring Groups Module.



- Select the 'edit' icon for the 'Main Line' ring group.



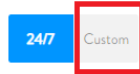
- Select 'Call Routing'.



- Select 'Custom' time block.

Time Blocks

Set up a ring group to be used **all day, every day**.



System Default

- Select 'Add New Time Block'

Time Blocks

Set up multiple Ring Groups to be used depending on **specific schedules**



System Default

Open
Add a Schedule and tiers

Closed
Add Tiers

+ Add New Time Block

- Add a name for the time block.
- Select 'New' Schedule and the desired time zone.
- Select Calendar and then select the relevant dates and time of day the 'Welcome Menu' should be active.
- In the 'If Call Not Answered' drop down, please select the relevant welcome menu
- Press 'Save'

Add Time Block

Time Block Name
New Years

Schedules
Create new Schedule. Existing New

Schedule Name
Main Line Ring Group New Years

Time Zones
EST - Eastern Standard Time

Weekdays: Calendar
Dec 31, 2019 - Jan 1, 2020 Select... All day

Add another interval

Tiers Optional
+ Add New Tier

If Call Not Answered
New Years Welcome Message

SAVE CANCEL

To activate your new 'welcome menu' manually.

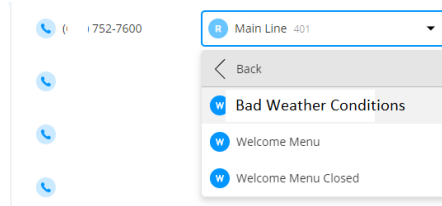
- Login to app.net2phone.com as an admin.
- Select 'Dashboards' from the left-hand pane.
- Select 'Manage' from the Phone Numbers Module.

PHONE NUMBERS

MANAGE

ADD PHONE NUMBER

- Select the drop down next to the main number and select the welcome menu that you would like to activate.



- To deactivate, Select the drop down next to the main number and select the standard setting (usually 'Main Line' found under 'Ring Groups')

