Auto Attendant Examples

This guide is designed to provide setup examples and use of the BizPhone Auto Attendant Feature.

Important Information

- *Access to the online Frontier Portal will be required to do changes to your BizPhone Auto Attendant:* https://frontier.iinet.net.au/
- *For information on how to find your Frontier Portal login details and your voice mail passcode, please see* here*.*

What we'll cover:

     a. Standard 9AM–5PM Setup

Standard 9AM–5PM Setup

This example will show you how to setup your Auto Attendant so that when customers call and press 1, they get sent to Sales, while pressing 2 sends them to Billing. Also, if the customers call after hours they can get the option to press 0 if they wish to leave a message.
If you need any help with setting up your schedule, please see our Schedules and Events guide for more information.

1. Login to your BizPhone Frontier Portal. See our Introduction to Frontier Guide for more information.
2. Find your Auto Attendant in the BizPhone Admin section.
3. Open your Auto Attendant by selecting the arrow on the top right.
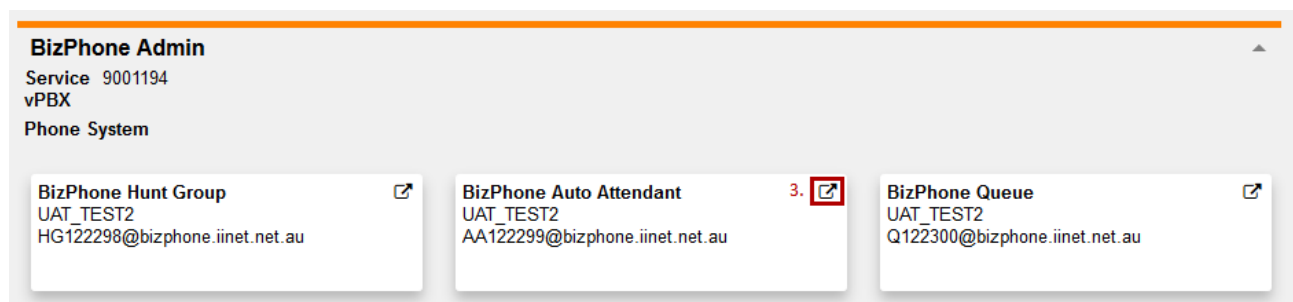
4. Ensure **Active** is set to the red, on-position.
5. Change the name of your Auto Attendant in **General Settings**
   a. For this example, we will call the it Auto Attendant 1
   b. Change **Auto Attendant Name** to "Attendant 1"
   c. Change **CLID First Name** and **CLID Last Name** to "Primary" and "Attendant" respectively
6. Select your **Holiday Schedule** and **Office Hours** Schedule from the dropdown boxes.
   a. The **Holiday Schedule** causes the Auto-Attendant to use it's **After-Hours Menu** during Holidays

7. Select **Business Hours Menu**
8. Add an Audio File under **Business Hours Audio File Selection**
   a. See our [BizPhone Auto Attendant](#) guide for instructions on adding audio files
9. Under **Business Hours Audio Keys** find **Key 1** and **Key 2**
   a. Change **Description** to "Sales" and "Billing" respectively
   b. Set **Action** to **Transfer Without Prompt** for both **Keys** respectively
   c. Enter the phone number for **Key 1** and **Key 2** in the box to the right of **Action**
      i. In this example, Sales is 0812345678 and Billing is 0812345679
         These numbers could be assigned to Users or Hunt Groups

10. Select **After-Hours Menu**
11. Add an Audio File under **Business Hours Audio File Selection**
    a. See our BizPhone Auto Attendant guide for instructions on adding audio files
12. Under **After-Hours Audio Keys** find **Key 0**
    a. Change **Description** to "Voicemail"
    b. Set **Action** to **Transfer Without Prompt** for the **Key**
    c. Enter the divert to Voicemail number for **Key 0** to the right of the **Action** dropdown
        i. In this example we will use the Voicemail of a User with phone number 0812345677
           As such, the divert to Voicemail is *5545677

13. Scroll to the bottom of the Auto Attendant page and select **Update**
14. Your Auto Attendant is now ready to use

If you have a BizPhone query which has not been covered in this guide, please head over to our BizPhone Support Resources page to locate the PDF user guide for your handset/user model, along with the Admin user guide for help with setting things up such as Hunt Groups, Auto Attendants and Schedules. You can also contact the iiNet Biz Support team directly by calling 13 86 89.