

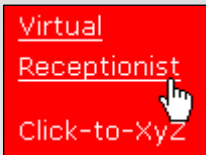
Creating a Virtual Receptionist

An automated telephone attendant, Virtual Receptionist can be configured with menus for the purpose of routing incoming callers. A Virtual Receptionist menu can connect callers with a phone directory, SurVo, Find Me list, and voice mailbox, as well as transfer them to other numbers, play audio and read text.



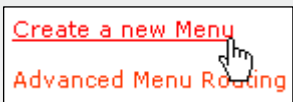
STEP 1 – Login to www.ifbyphone.com with your User ID and PIN.

STEP 2 – Select Virtual Receptionist from the Main Menu page.



Select Virtual Receptionist to begin. As you continue, you will be prompted to create menu items and routing options. After configuring your menu and routing, callers can then connect to your Virtual Receptionist menu by dialing the telephone number assigned to you upon registration.

STEP 3 – Create a new Virtual Receptionist menu.



Click the **Create a new Menu** link. Next, complete the fields for **Menu Name** and **Greeting Text**. The greeting text is the message your callers will hear when they dial in. Place a check in the **Set as default menu** checkbox to make this menu the main Virtual Receptionist.

Menu Name *	<input type="text" value="Main Line Virtual Receptionist"/>
Greeting Text (prompt) *	<input type="text" value="Hello, you have reached the virtual receptionist of Speedy Computer Repair."/>
Use recording for prompt:	<input type="checkbox"/> Record New <input type="button" value="v"/>
Set as default menu?	<input checked="" type="checkbox"/>
Don't read menu options	<input type="checkbox"/>
	<input type="button" value="Save"/>
	<small>* denotes required field</small>

STEP 4 – Add Menu options.

[Add a new Menu Option](#)

Click the **Add a new Menu Option** link to add routing functionality to your Virtual Receptionist menu.

Next, complete the fields for **Menu Item Tag** and **Keypad Number**. When callers dial into your Virtual Receptionist, they have the option of saying the menu item’s name or dialing the keypad number. Then, select an **Action** from the drop-down list. The action occurs once a caller says a menu item name or presses the keypad number. In this example, when the caller says “Customer Service” or dials “1,” they will be connected to a Find Me list. You may connect them to an existing Find Me list or create a new one. For information on creating a Find Me list, please see the *Find Me Advanced User’s Guide*. Additionally, you may enter a greeting text that will be played immediately before the action is taken.

Menu Item Tag (voice command) *	Customer Service
Keypad Number (used: 1, 2) *	1
Hidden Menu Option	<input type="checkbox"/>
Action	FindMe
Action Configuration	<p>First Read This Text: (optional) Please hold while you are connected to the next available customer service representative</p> <p>Select a FindMe: SpeedyReps</p> <p>Back Save</p> <p><small>* denotes required field</small></p>

Click the **Save** button to continue. Your new menu option will be displayed, with its corresponding **Edit** and **Delete** icons.

Key	Menu Item	Hidden	Prompt (Read Text/Play Recording)	Then Go To	Edit	Delete
1	Customer Service	N	Please hold while you are connected to the next available customer service representative	Find Me: SpeedyReps		

JUMPSTART

To add another menu option, click the [Add a new Menu Option](#) link. The menu option in the following example connects a caller to a business' voice mailbox when they say "Voicemail" or press "2."

Menu Item Tag (voice command) *	<input type="text" value="Voicemail"/>
Keypad Number (used: 1, 2) *	<input type="text" value="2"/>
Hidden Menu Option	<input type="checkbox"/>
Action	<input type="text" value="Voice Mail Greeting"/>
Action Configuration	<p>First Read This Text: (optional) Please leave a message and we will return your call shortly.</p> <p>Select a VoiceMail Box: Speedy Computer</p> <p>After user leaves message: Disconnect Caller</p>
	<input type="button" value="Back"/> <input type="button" value="Save"/>

* denotes required field

Click the **Save** button to continue. Your new menu option will be displayed, with its corresponding **Edit** and **Delete** icons.

Key	Menu Item	Hidden	Prompt (Read Text/Play Recording)	Then Go To	Edit	Delete
1	Customer Service	N	Please hold while you are connected to the next available customer service representative	Find Me: SpeedyReps		
2	Voicemail	N	Please leave a message and we will return your call shortly.	Voice Mail Greeting: Speedy Computer		

STEP 5 – Select a default menu option.

Default Menu Option:

- Customer Service
- Voicemail

If the caller does not say or select a menu option, they will be connected to the **Default Menu Option** that you select from the drop-down list.

For more information, call us at 877.295.5100 or go to www.ifbyphone.com and connect with us using our Click-to-Call button.