



Virtual Receptionist

Stepping Through the Basics



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1

What is a Virtual Receptionist?

An ifbyphone building block, Virtual Receptionist can be configured to provide menus for routing incoming callers to multiple ifbyphone destinations.




An automated telephone answering service, Virtual Receptionist can be configured with menus for the purpose of routing incoming callers. A Virtual Receptionist menu can transfer callers to other numbers and extensions; forward callers to voice mailboxes; initiate a Find Me list or surveys; and play pre-recorded messages.

By following the tutorial outlined in the *Virtual Receptionist Stepping through the Basics Guide*, in conjunction with reviewing the extensive manual *Virtual Receptionist Advanced User's Guide*, you may create a Virtual Receptionist menu quickly and easily on ifbyphone's Web site. Upon creating menu items and routing options, callers can then connect to your Virtual Receptionist menu by dialing the telephone number assigned to you upon registration.

About the Documentation

The *Virtual Receptionist Stepping through the Basics Guide* includes the following documentation:

- Description of Virtual Receptionist features
- Virtual Receptionist tutorial, with screenshots, for basic setup
- Helpful hints for creating a more complex Virtual Receptionist

ICON KEY	
	Note
	Warning
	Tutorial

Throughout the document, icons are used to indicate important reminders, including tips and common mistakes. Additionally, the telephone symbol denotes the beginning of a tutorial. The tutorial provides step-by-step instructions for setting up a Virtual Receptionist and using it effectively. Screenshots are provided to guide users through the entire process.

Ifbyphone on the Web

Ifbyphone's Web site (www.ifbyphone.com) contains a wealth of information about ifbyphone business services. Customer service contact information, as well as additional user guides and tutorials, are also easily accessible from the Web site.

2

Setting Up a Virtual Receptionist

In this chapter, a tutorial and step-by-step screenshots are available to quickly and easily guide you through setting up a Virtual Receptionist.

Logging in to your ifbyphone Account

To set up and use a Virtual Receptionist menu, you must have an ifbyphone account. To open an ifbyphone account, please go to our Web site at www.ifbyphone.com or call (877) 295-5100 and say Business Accounts.

Once your account has been activated, follow the instructions below to login:

1. Navigate to the ifbyphone Web site at www.ifbyphone.com.
2. Login to your account by clicking **User Login** at the top of the home page.
3. On the **Login to My Account** page (Figure 1), enter your **User ID** (your primary 10-digit phone number—numbers only—with no leading 1) and **PIN** code (password); then click **SIGN IN**.

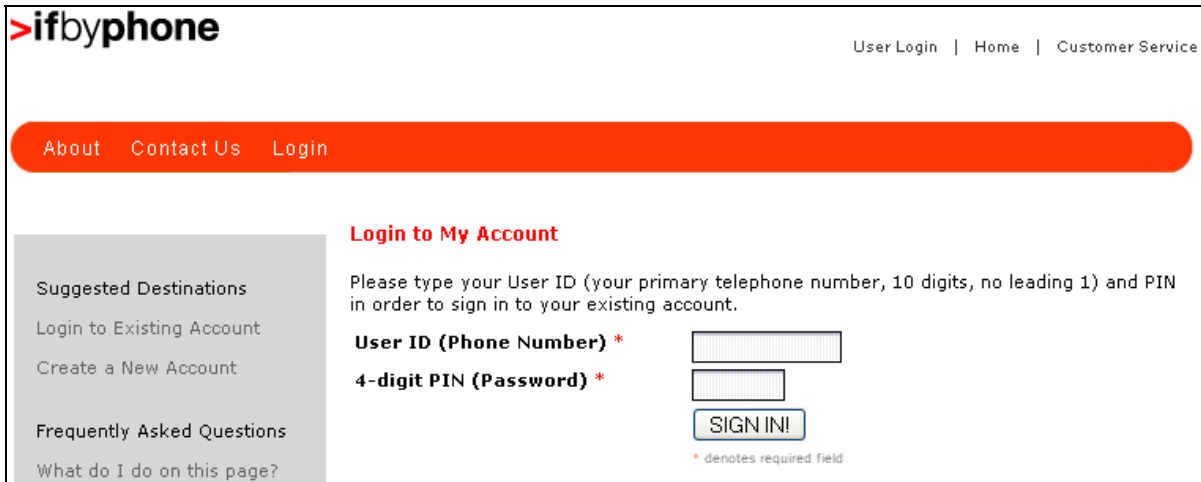


Figure 1: ifbyphone Account Login Screen