# Record an Auto Attendant Greeting on a Phone for Webex Calling

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# Introduction

This document describes how to record an Auto Attendant greeting on a phone for Webex calling.

# Prerequisites

#### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Control Hub (CH) .Ensure you have Admin Access.

# **Background Information**

An Auto Attendant (AA) is a feature available in Webex Calling solution. Callers interact with the AA menu and forward the calls to the specific department or extension they try to contact.

AA greetings could be customizable by different ways:

- Record a greeting directly from CH
- Upload an audio file to CH
- Record a greeting, calling to the Voice portal number from an external/internal source. This document is focused on this point.

# Configurations

#### **Voice Portal Number or Extension Configuration**

Validate your Location has the VoicePortal number or extension assigned.

Step 1. In Control Hub, select Calling

- Step 2. Select Locations
- Step 3. Select [Your-Location]

Step 4. Select the option Voice Portal

Step 5. Ensure you already have a Phone Number or Extension assigned.

**Step 6**. In **Voice Portal Admin Passcode** proceed to reset your password. Ensure you follow the Passcode Requirements.

#### **Passcode Requirements:**

- Must be at least 6 characters, no more than 30 characters
- The passcode is set to expire in 180 days
- Cannot be the user extension or phone number
- Cannot be the user extension or phone number reversed
- Cannot contain the same digit more than 3 times in a row
- Cannot contain more than 3 sequentially ascending digits or 3 sequentially descending digits
- Cannot repeat patterns
- Cannot be any of the last 10 passcodes
- Reversed previous passcode cannot be used as passcode
- · Log in is disabled after 3 unsuccessful attempts

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Reports	Headquarters		VM - Headquarter ×
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Devices			Select the language for audio announcements
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C Account			The language selection is applied only when the Voice Portal cannot determine the exact user that is calling based on the phone number. When the system recognizes the user, then an announcement is played in the language that the user set in their user profile and not in the
Organization Settings			selection here.
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S Calling			Voice Portal Admin Passcode 🛈
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#### Auto Attendant (AA) Validation

It is mandatory to have at least one AA created.

- Step 1. In Control Hub, select Calling
- Step 2. Select Features
- Step 3. Select Auto Attendant

C Overview C Getting Started Guide Alerts center MONITORING Al Analytics Troubleshooting Reports	Calling Numbers Locations Call Routing Feat Auto Attendart Call Park Extension Call Park Group Call Auto Attendant Auto attendant provides callers with customized prompts are help, see how to manage auto attendants (2)	PSTN Orders Servio PSTN Orders Servio Pickup Call Queue DECT Network and menu options to navigate your system	ce Settings Client Settings Hunt Group Single Number Reach n. For more	Paging Group	Receptionist Client Virtual Extension Voice Bulk Manage	mail Group Create Auto Attendant
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# How to Record Your Personalized Greeting on a Phone/Softclient in Your Same Location

- Step 1. Dial your Voice Portal number or extension
- Step 2. At enter your Voice Portal passcode prompt, press \*
- Step 3. At enter your mailbox ID, enter Voice Portal extension or Phone number followed by #
- Step 4. At enter passcode prompt, enter Voice Portal Admin passcode followed by #
- Step 5. Press 1 to change Auto Attendant greetings

**Note**: If your Location has more than one AA configured, the greeting prompts: **Please enter the Auto attendant number followed by #**. Enter the Phone number or extension assigned to the AA you would like to modify.

Step 6. Press 1 for Business Hours or press 2 for After Hours

#### How to Record Your Personalized Greeting Calling From a PSTN External Call.

- Step 1. Dial your voice portal number
- Step 2. At enter your MailBox ID, enter Voice Portal extension or Phone number followed by #
- **Step 3**. At enter passcode prompt, enter Voice Portal Admin passcode followed by #
- Step 4. Press 1 to change Auto Attendant greetings

**Note**: If your Location has more than one AA configured, the greeting prompts: **Please enter the Auto attendant number followed by #**. Enter the Phone number or extension assigned to the AA you would like to modify.

Step 5. Press 1 for Business Hours or press 2 for After Hours

#### What is Next?

After you review these configurations, if you have any issues, open a case with TAC.

You must add this infomation next:

- Your OrgID
- Brief description of the issue

# **Related Information:**

Visit the <u>Configure voice portals for Webex Calling</u> to get more details on Voice portal configurations.

Visit the <u>Manage auto attendants in Control Hub</u> to get more details in Auto Attendants configurations.