

Adding or Modifying IVR/AA, Dial Group Greetings through your Dialpad

Greetings are sound files that you may record to provide your customers information, directions, updates, etc. These greetings can be applied to various parts of the system for the desired effect.

Greetings can be applied to

- IVR / AA
- Dial Groups
- Queues
- etc.

Recording a Greeting

Before recording a greeting, you must have the IVR / AA, Dial Group, etc., and extension number. The extension number can be found by logging into the admin portal or by contacting support.

1. From the Dialpad, lift the handset and dial *303xxx (where xxx is the extension number of the IVR / AA, Dial Group, Queue, etc.)
2. You will be prompted to record your greeting.
3. Record your greeting and press # when done.
4. Press 1 to accept greeting
5. Press 2 to re-record the greeting.
6. Once accepted the greeting will be applied to the destination.

Overwriting a Greeting

1. From the Dialpad, lift the handset and dial *304xxx (where xxx is the extension number of the IVR / AA, Dial Group, Queue, etc.)
2. You will be prompted to record your greeting.
3. Record your greeting and press # when done.
4. Press 1 to accept greeting
5. Press 2 to re-record the greeting.
6. Once accepted the greeting will be applied to the destination and the previous greeting will be deleted.