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To Record an Auto Attendant

Auto Attendant Recordings are voice mail boxes that are played during the AA. To record an AA recording, it's the same as setting up a voicemail box recording.

1. From any FTI phone, dial *5000
2. Enter the mail box ID for the auto attendant.
3. Enter the password of 1234 (Or custom password if you set it to other than 1234)
4. At main menu, press 0 for mailbox options
5. At mailbox options menu, press 1 to record unavailable message
6. Record greeting, press # when done.
7. Press 1 to accept greeting, 2 to listen to greeting, 3 to rerecord greeting.
8. After accepting greeting, Hang up.
9. Repeat steps 1-8 to record another auto attendant greeting, or voice mail box.

NOTE:

You can say anything during the greeting. But if you wish to change what number does what action, that must be changed on the customer web portal. You can do this your self if you know how, or contact FTI support at support@fusedtech.com if you need help with this.

This assumes you set the auto attendant to use the 'unavailable' message, and not the default 'busy' message option.

You can also professionally make recordings in .mp3 format and upload via the web portal. To purchase professional recordings, please contact FTI Sales.

Examples:

During Hours Auto Attendant – Mail Box ID 990, Unavailable message:

Thank you for calling ABC Company. We are currently open. If you know your parties extension, you may dial it at any time. For our company dial by name directory, please press the star key. For sales, press 1. For accounting press 2. For Tech support, press 3. For our office hours and address press 4. For our receptionist, press 5. To repeat this menu press 6. Thank You.

After Hours Auto Attendant – Mail Box ID 991, Unavailable message:

Thank you for calling ABC Company. We are currently closed. If you know your parties extension, you may dial it at any time. For our company dial by name directory, please press the star key. For sales, press 1. For accounting press 2. For Tech support, press 3. For our office hours and address press 4. To leave a message in our general voice mail box, press 5.. To repeat this menu press 6. Thank You.

General Voice Mailbox – Mail Box ID 999, Unavailable message:

This is the general voicemail box for ABC Company. We are sorry we cannot take your call at this time. Please leave your name, number and a brief message, and someone will get back to you as soon as possible. Thank you can have a great day.