

TPx Customer Portal

UCx Administration – Auto Attendants



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HOW TO ACCESS UCX SETTINGS

1. Log into the <u>TPx Customer Portal</u> and select **Manage My UCx** from the main menu as shown below.

ТРХ	TPX Search	٩
Qverview		How can we help you?
8 Support		Technical Support Request assistance from our Technical Support team Account & Billing Support General questions about your account or any billing needs
System Status		Add New Service Add additional services to your account Make changes to your existing services
Manage My UCx		Updates

NOTE: Register to the TPx Customer Portal <u>here</u>. The Manage My UCx feature is being released in phases. If you do not see the Manage My UCx link, please select **Change Existing Service** to submit your change request. Access to the legacy voice portal is still available <u>here</u>.

AUTO ATTENDANT MANAGEMENT

Auto Attendants are managed per location and can be accessed by following the steps below.

1. From Menu, select Groups, then select the location for managing Auto Attendants.

✓ TPx Odin	× +								- 0
← → C ଲ 🖙 ucx.tp	x.com/#!/serviceProviders/cl1-dscicorp	.com/gro	ups					۹ & *	⊥ 🔒 Incognito (2)
TPx Odin (nmarquis895_gmail-odin@bas1)					sources 🗸	Sear	ch 🗸	My lds 🗸	My Account 🗸
Dashboard / Groups									
Menu	Groups								8 7
Dashboard Business Profile	Filter Results	Filter Results							
Groups	Group Name	ld *	Organization Type	Organization Id	Reseller Id	User Limit	User Count	Default Domain	Time Zone
Schedules	TPx - PDE / Nurture	999990				5000	3	cl1-dscicorp.com	America/New_York
Users	TPx - NT3 Lab	999991				5000	0	cl1-dscicorp.com	America/New_York
Services	TPx - CPE Eng	999992				5000	11	cl1-dscicorp.com	America/Los_Angeles
Meet-Me Conferencing	TPx - VS/SD/Translations	999995				5000	2	cl1-dscicorp.com	America/New_York
Reports									4 total items

2. From **Group Services**, select **Auto Attendant**, then select the *Auto Attendant* to modify. **NOTE**: Be careful not to toggle the **Active** button as that enables or disables the service.

✓ TPx Odin X	+					- 🗆 X			
← → C ເລੇ 🖙 ucx.tpx.com/#	//groups/cl1-dscicorp.co	om/999990/autoAttendan	ts		<i>۹ & t</i>	🛃 🛃 Incognito (2)			
TPx Odin (nmarquis895_	gmail-odin@bas1)			Resources V Sear	ch ∨ Mylds ∨	My Account 🗸			
Dashboard / Groups / 999990 / Auto	Dashboard / Groups / 999990 / Auto Attendant								
Menu	Auto Attendant								
Dashboard	Active	Name [*]	Туре	Number	Extension	Department			
Announcement Repository Business Profile		Adam Test	Standard	5085565202	5202				
Business Schedules Users						1 total items			
Group Services									
Configuration Auto Attendant Call Center									

MODIFY AUTO ATTENDANT SETTINGS

You can update Auto Attendant settings using the steps below. This is where you specify schedules and other settings that control what the menus play and when.

1. From Group Services, select Auto Attendant, then choose the Auto Attendant to configure.

TPx Odin (nmarquis89	95_gmail-odin@bas1)			Resources 🗸	Search 🗸 My Ide	s 🗸 My Account 🧹			
Dashboard / Groups / 999990 / Auto Attendant									
Menu	Auto Attendant	i							
Dashboard	Active	Name *	Туре	Number	Extension	Department			
Business Profile		Adam Test	Standard	5085565202	5202				
Business Schedules						1 total items			
Group Services									
Configuration 🗸									
Auto Attendant									
our ocher									

2. From Auto Attendant, select Settings, then click the gear icon.

тәХ	TPx Odin (nmarquis895_g	gmail-odin@bas1)	Resources ~	Search 🗸	My Ids 🗸	My Account
Dashboard / Gro	oups / 999990 / Auto	Attendant / Adam_Test@cl1-dscicorp.com / Settings				
Auto Attendan	ıt	Settings				•
After Hour Menu	J Menu	ID	Adam_Test@cl1-dscicorp.co	m		
Holiday Menu	Nenu	Туре	Standard			
Profile		Transfer to Operator Timeout Seconds	10			
Submenus		Scope of Extension Dialog	Group			
UCx Password		Scope of Name Dialing	Group			
Provisioning		Name Dialing Entries	LastName + FirstName			
Announcement	Repository	Business Schedule	All Day Every Day			
Call Policies	alanmant	Holiday Schedule	None			
Litilities	e Settings					

3. Modify as necessary, then click **Save**.

Edit Details	٥
General Settings	
Timeout	10
	Transfer to Operator Timeout Seconds
Extension Dialing	Group
Nama Dialing	Crain
Name Diamity	Gloup
Dialing Entries	LastName + FirstName
Time Schedule	Every Day All Dav
Holiday Schedule	None 🗸
	Cancel Save

UPDATE AUTO ATTENDANT GREETINGS

To update the greetings used by the Auto Attendant menus, follow the steps below.

1. From Group Services, select Auto Attendant, then select the Auto Attendant to configure.

TPx Odin (nmarquis8	95_gmail-odin@bas1)			Resources 🗸	Search 🗸 My Id	ls 🗸 My Account 🗸				
Dashboard / Groups / 999990 / A	Dashboard / Groups / 999990 / Auto Attendant									
Menu	Auto Attendant	Auto Attendant								
Dashboard	Active	Name [*]	Туре	Number	Extension	Department				
Business Profile		Adam Test	Standard	5085565202	5202					
Business Schedules Users						1 total items				
Group Services										
Configuration Auto Attendant Call Center										

2. From Auto Attendant, select After Hour Menu. Select the menu to update, then click the gear icon for the *After Hours Menu Audio*.

TPx Odin (nmarquis8	TPx Odin (nmarquis895_gmail-odin@bas1)			Search \lor	My Ids $$	My Account 🗸			
Dashboard / Groups / 999990 / Auto Attendant / Adam_Test@c1-dscicorp.com / After Hour Menu									
Auto Attendant	After Hours Men	After Hours Menu Audio							
After Hour Menu Business Hour Menu	First Menu Le	vel Extension Dialing	×						
Holiday Menu	Announcemer	it Type	Default						
Profile Settings									
Submenus UCx Password	After Hours Menu	After Hours Menu Keys +							
Provisioning	Filter Results								
Announcement Repository	Key [*]	Action		Action Data	Descri	otion			
Call Policies	0	Transfer To Operator							
User Service Assignment	1	Transfer Without Prompt		5223	Suppor	t			
Loser Service Settings	2	Transfer Without Prompt		5224	Sales				
Utilities						3 total items			

3. Select *Personal* from the **Announcement Type** drop-down menu, then click **Select Announcements**.

Edit Audio Settings	0
× Enable First Menu Level Extension Dialing	
Announcement Type	Personal 🗸
Audio File Name	
Audio Files	
i≣ Select Announcements	+ Create Announcements
	Cancel Save

4. Select the announcement, then click **Save**. Repeat these steps to update any other menus.

Select Announcement			۲
Name *	Туре	File Size	Level
Open.wav	WAV	233	Group
			1 total items
			Cancel

UPDATE AUTO ATTENDANT MENUS

To update Auto Attendant menus, follow the steps below.

1. From Group Services, select Auto Attendant, then select the Auto Attendant to configure.

TPx Odin (nmarquis895_g	gmail-odin@bas1)			Resources 🗸	Search 🗸	My Ids 🗸	My Account 🗸		
Dashboard / Groups / 999990 / Auto Attendant									
Menu	Auto Attendant								
Dashboard	Active	Name *	Туре	Number	Extension	[Department		
Business Profile		Adam Test	Standard	5085565202	5202				
Business Schedules							1 total items		
Group Services									
Configuration									

2. Select the menu to update, then click the + button or select an existing configured option.

TPx Odin (nmarquis895_	Resources 🗸	Search 🗸	My Ids $\!$	My Account 🧹		
Dashboard / Groups / 999990 / Auto	Attendant / Adam_1	est@cl1-dscicorp.com / After Hour Menu				
Auto Attendant	After Hours Menu	Audio				٥
After Hour Menu	First Menu Lev	el Extension Dialing	×			
Holiday Menu	Announcement	: Туре	Personal			
Profile	Audio File Nam	le	Open.wav			
Submenus	Audio File Type		WAV			
UCx Password						
Provisioning Announcement Repository	After Hours Menu Keys					
Call Policies User Service Assignment	Filter Results					
Loser Service Settings	Key 🕈	Action		Action Data	Descriptio	n
Utilities	0	Transfer To Operator				
	1	Transfer Without Prompt		5223	Support	
	2	Transfer Without Prompt		5224	Sales	
						3 total items

3. Enter the *Key, Action, Number* and *Description* as needed, then click **Save**. Repeat for any additional options or menus.

Edit Keys	0
Key	1
Action	Transfer Without Prompt 🗸
Phone Number *	5223
Description	Support
	Delete Cancel Save

ADD A SUBMENU

If you have a standard Auto Attendant from TPx you can add submenus which allows for nested menus.

1. From Group Services, select Auto Attendant, then select the Auto Attendant to configure.

TPx Odin (nmarquis895	quis895_gmail-odin@bas1)				Search 🗸	/lylds ∨ MyAccount ∨	
Dashboard / Groups / 999990 / Aut	o Attendant						
Menu	Auto Attendant	i					
Dashboard Announcement Repository	Active	Name *	Туре	Number	Extension	Department	
Business Profile		Adam Test	Standard	5085565202	5202		
Business Schedules Users						1 tot	al items
Group Services							
Configuration 🗸							
Auto Attendant Call Center							

2. From Auto Attendant, select Submenus, then click the + button.

TPx Odin (nmarquis895	gmail-odin@bas1)	Resources 🗸	Search 🧹	My Ids 🧹	My Account 🧹
Dashboard / Groups / 999990 / Auto	o Attendant / Adam_Test@cl1-dscicorp.com / Submenus				
Auto Attendant	Submenus				E
After Hour Menu					
Business Hour Menu		In Use			
Holiday Menu	No Data Found				
Profile					
Settings					
Submenus					
UCX Password					
Provisioning					
Announcement Repository					
Call Policies					
User Service Assignment					
Loser Service Settings					
Utilities					

3. Optionally, select the **Enable Level Extension Dialing** checkbox to enable Extension Dialing for this menu, then name the menu accordingly.

Edit Settings	8
Submenu ID Enable Level Extension Dialing	Corporate
	Cancel Save

4. Update the menu options and audio as necessary.

✓ TPx Odin × +						- o ×	<
← → C ᡬ	Attendant/submenus/Corporate?s	erviceUserId=Adam_	Test Q 🗞	☆ 😞 Incognito (2)			
TPx Odin (nmarquis895_gmail	I-odin@bas1)		Resources 🗸	Search 🧹	My Ids 🗸	My Account	Â
Dashboard / Groups / 999990 / Auto Attendant / Adam_Test@ct1-dscicorp.com / Submenus / Corporate							
8							
Auto Attendant	Corporate Datails					•	
After Hour Menu	Corporate Details					~	
Business Hour Menu	Submenu ID		Corporate				
Holiday Menu							
Profile	First Level Extension Dialing						
Sattings							
Settings	Corporato Audio						
Submenus	Corporate Audio					~	
UCx Password	Announcement Type		Default				
Provisioning							
Announcement Repository							
Call Policies	Corporate Keys					+	
User Service Assignment	Key [*]	Action	Action Data	De	scription		
Loser Service Settings	No Data Found						
Utilities							
							•

5. Once the menu is configured it can be used as an option with other menus.

Edit Keys	8
Кеу	0 ~
Action	Transfer To Submenu 🗸
Description	Transfer to Corporate
Submenu *	Corporate 🗸
	Delete Cancel Save