



Gear up your PBX

Cut Costs, Boost Profits

Version 20160711

Digital Receptionist



Goal of this Module

- Understand Digital Receptionist
 - Menu Options
 - Direct Dialing

Concept: Digital Receptionist

- Creates a Voice Menu
- Prompt user for Input
- Predefined Transfer Options based on Input
- Can call any extension (Direct Dial)
- Audio file format: WAV, PCM, 8 kHz, 16 bit, mono

Creating a Digital Receptionist

- Management Console → Digital Receptionist → **Add**
- Digital Receptionist's Name
- Prompt
→ The audio file that will be played
- Language
→ Will **override** the Default System Prompt Language **for the rest of the Specific Call**

General

Enter a friendly name

Extension

Prompt

onhold.wav

Digital Receptionist Language

Digital Receptionist Menu Options

- Connect to Extensions
- Connect to Ring Group
- Connect to Queue
- Connect to Digital Receptionist
→ multi-layer Voice Menus
- Transfer to Voice Mail
- Nothing / Repeat Prompt

Menu Options	
Key	Action
0	<input type="text" value="Nothing"/> ▾
1	Nothing
1	End Call
2	Connect to Extension
2	Connect to Ring Group
2	Connect to Queue
2	Connect to Digital Receptionist
3	Transfer to Voice Mail
3	Call by Name
3	Repeat Prompt

Digital Receptionist Menu Options - Call by Name

- What is **Call by Name**
 - Call an Extension
 - Based on their **Last Name**
 - Smart Dialing
- Call by Name requirements
 - Create Self Identification Prompts
- When more than 1 matches (<10)
 - Plays Self ID prompt for each match
 - Prompt user for selection

Digital Receptionist - Direct Dial

- What is **Direct Dial**
 - Ability to dial an Extension without a Menu Option
 - Interdigit Timeout → 2 seconds
- Can be disabled **Globally** for all Digital Receptionists
 - Contact 3CX Support

Digital Receptionist - No or Invalid User Input

- No Input
 - Timeout
 - When timeout is reached
 - Normal Menu Options
- Invalid Input
 - Options to Transfer to
 - Extension
 - Ring Group
 - IVR / Digital Receptionist
 - Repeat Prompt

If no input within seconds:

60

Repeat Prompt

- End Call
- Connect to Extension
- Connect to Ring Group
- Connect to Queue
- Connect to Digital Receptionist
- Transfer to Voice Mail
- Call by Name
- Repeat Prompt

If input is invalid then:

Ring Group

- Extension
- Ring Group
- Queue
- IVR
- Repeat Prompt



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www.3CX.com/3CXAcademy

