

Digital Receptionist



Goal of this Module

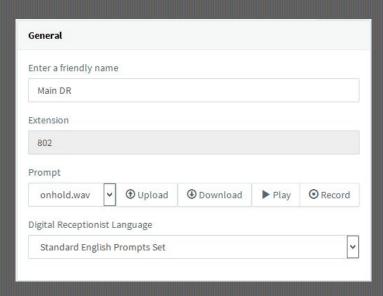
- Understand Digital Receptionist
 - Menu Options
 - Direct Dialing

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

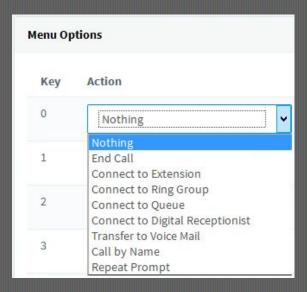
Creating a Digital Receptionist

- 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



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



Digital Receptionist Menu Options - Call by Name

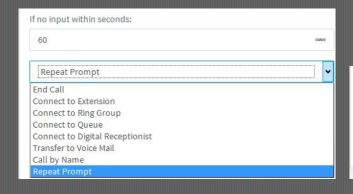
- What is Call by Name
 - Call an Extension
 - Based on their Last Name
 - Smart Dialing
- Call by Name requirements
 - Create Self Identification Prompts
- When more than 1 matches (<10)
 - Plays Self ID prompt for each match
 - Prompt user for selection

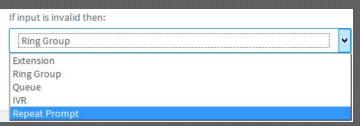
Digital Receptionist - Direct Dial

- 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







More Training Material at: www.3CX.com/3CXAcademy

