[ADMIN] Setting your Company Call Handling and Operator Extension
Article #7179

How do I set up my company call handling settings?

The **Auto-Receptionist** controls what callers hear when they dial your company number during regular or after hours. You can play a greeting which is a great way to position your company and describe your phone tree, for example: Press 1 for Sales, Press 2 for Shipping, by recording a custom Company Greeting.

Callers can enter an extension any time during the message to be connected. Alternatively, you can setup the phone tree so that callers can get connected to a company number, a Call Queue or a User directly.

This article will guide **Administrators** on how to configure your Company Call Handling settings. Click on the links below to proceed:

- Configuring your Company Call Handling Settings
    - o Play Company Greeting
    - o Connect Directly to Extension
- Setting your Company's Operator Extension

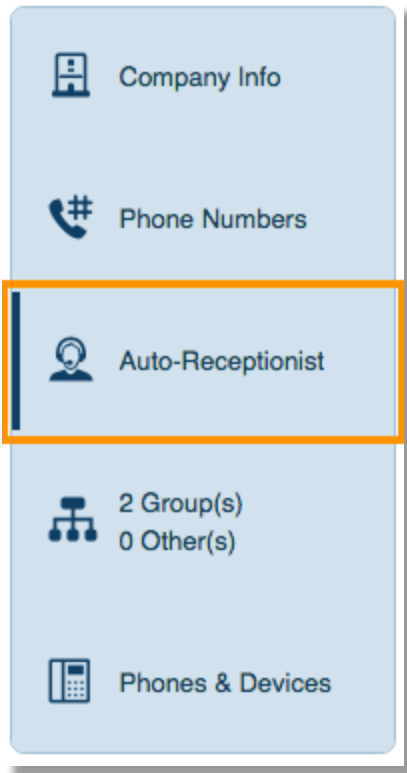## Configuring your Company Call Handling Settings

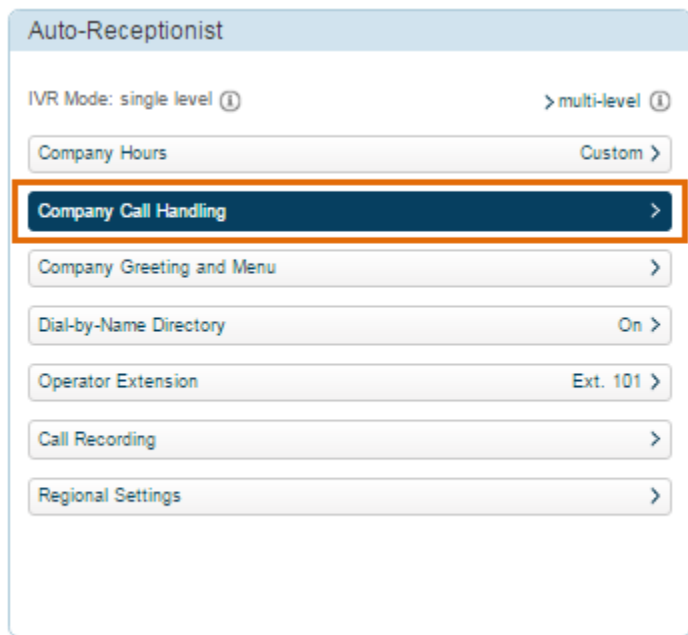Note: You need to be an **Account Administrator** to perform this action.

1. Log in as an Administrator to your Office@Hand online account.
2. Go to **Admin Portal**, and then click **Phone System**.
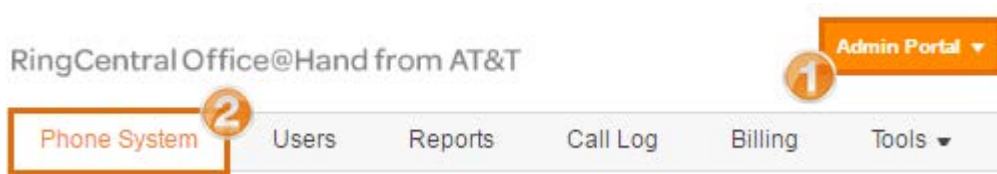
3. Click **Auto-Receptionist**.

4. Click **Company Call Handling**.

5. Under the Company Call Handling section of the Auto-Receptionist, you will have the option to choose how you want to handle your incoming calls during Company and After Hours. You have 2 options:

Play Company Greeting
Connect Directly to Extension

Play Company Greeting

When you choose this option, callers will hear either the default or custom the Company Greeting. Choose if the rule will be applied to your Company Hours or After Hours, click **Play company greeting**, and then click **Save**.

Additional options are available after the Company Greeting is played and the caller enters no action. The additional options can be found when you click on **Company Greeting and Menu** under Auto-Receptionist.

Options when caller enters no action after the Company Greeting:

- Connect to Operator
- Disconnect

- **Connect to Operator**

Select this option if you want to direct callers to the Operator Extension after the Company Greeting, and the caller enters no action.

1. Under the Auto-Receptionist, click **Company Greeting and Menu**.

2. Select if the option will be applied during Company Hours or After Hours, and then click on **Connect to operator**. Click **Save**.

Note: Click here to know more information about the Operator Extension.

- **Disconnect**

Select this option if you want to disconnect the caller after the Company Greeting repeats three times, and the caller enters no action.

1. Under the Auto-Receptionist, click **Company Greeting and Menu**.

2. Select if the option will be applied during Company Hours or After Hours, and then click on **Disconnect**. Click **Save**.

Connect Directly to Extension

When you select this option, the caller will be directed to the extension that you selected, let's say a department. Choose if the rule will be applied to your **Company Hours** or **After Hours,** click **Connect directly to extension**, and then choose the extension where you want the calls to be routed, and then click **Save**.

Note: When you select this option, the Company Greeting will be bypassed and the rules of the extension where the calls were routed will be applied.
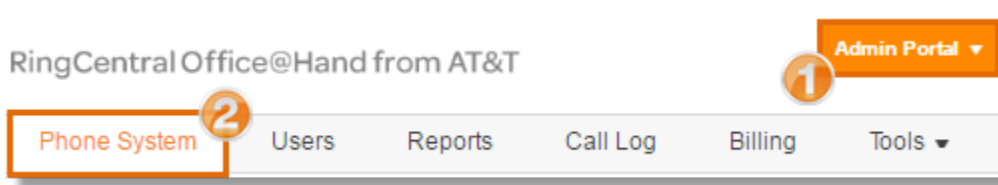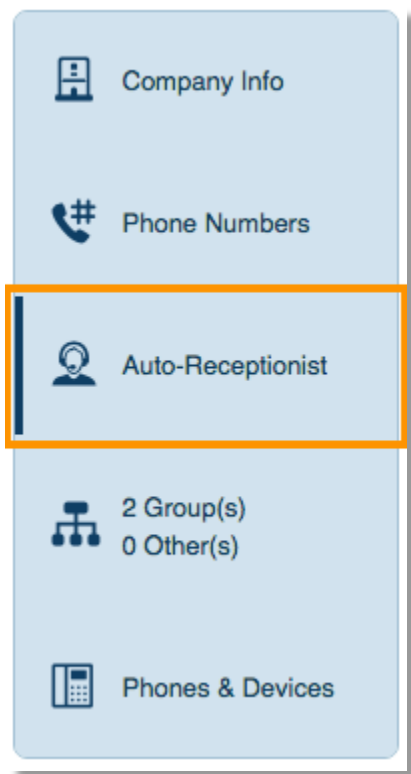
The Operator Extension

The Operator Extension is an extension that is set up to receive all calls and messages that come in to the Main Company Number. The Default Operator Extension is 0, however, you can assign another User or Extension as the Operator Extension. To configure your Company's Operator Extension, follow the steps below:

Note: You need to be an account Administrator to perform this action.

1. Log in as an Administrator to your Office@Hand online account.
2. Go to **Admin Portal**, and then click **Phone System**.

3. Click **Auto-Receptionist**.

4. Click **Operator Extension**.

5. You will be able to see the list of extensions and departments in your AT&T Office@Hand account. Select the extension or department that will serve as the Operator, which will receive all the calls and messages when your Main Company Number is dialed. Click **Save**.

Note: **When zero "0" is pressed:**

- When the caller is listening to the Company Greeting, pressing **zero "0"** connects the caller to the Operator Extension.

- When the caller is listening to any extension's greeting, pressing **zero "0"** returns the caller to the Company Greeting.

- When the caller is listening to any extension's greeting, pressing **zero "0" twice** connects the caller to the Operator Extension.

See also

[ADMIN] Setting up Advanced Company Call Handling rules via the Auto-Receptionist

Keywords: connecting directly to an extension, call handling, incoming calls, receiving calls, auto-receptionist, company calls, Auto-Receptionist