

Planning Instructions for Kall8 Auto Attendant

Before you begin filling out the form that follows, you need to plan how your Auto Attendant will work. The following questions should help you with this process.

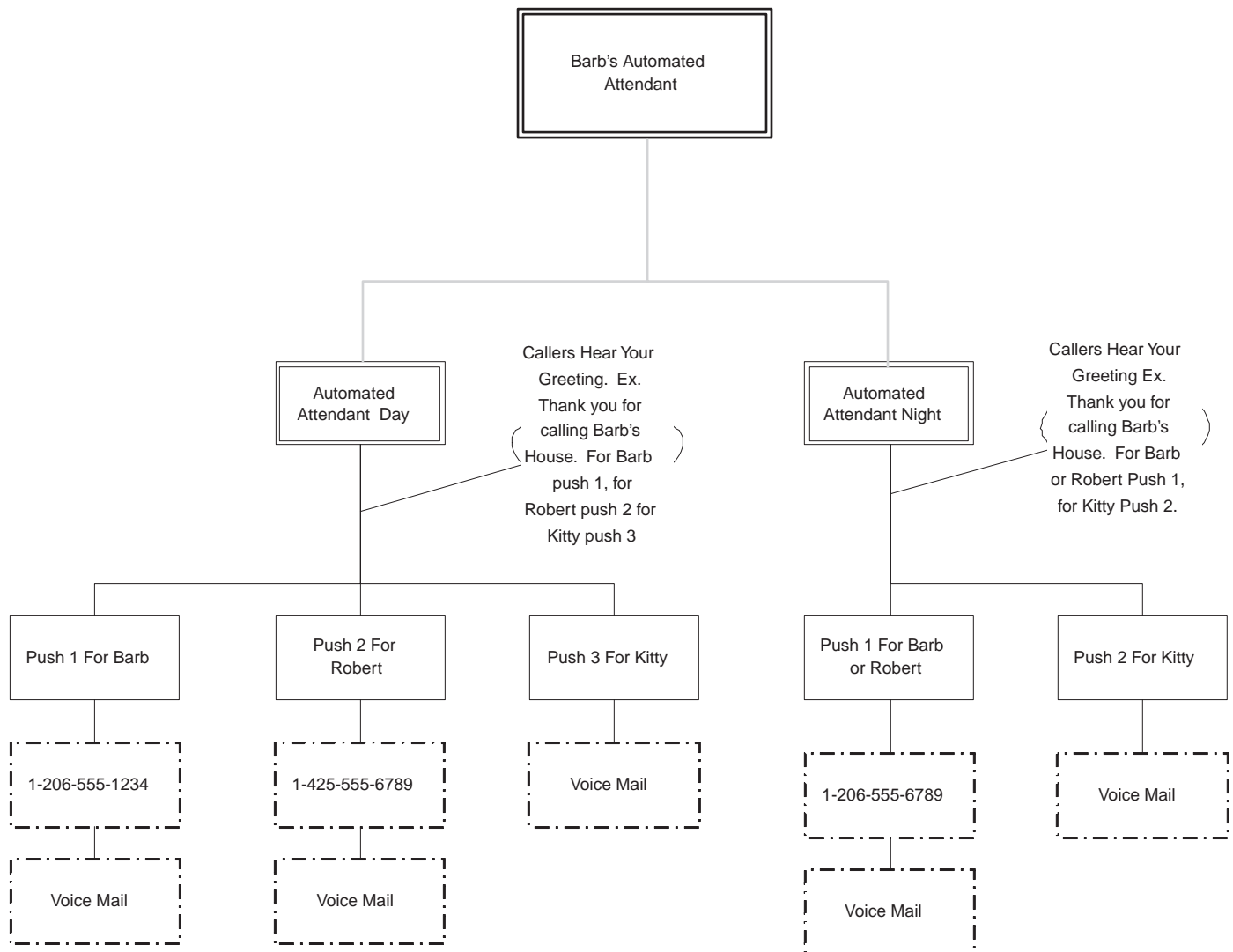
1. How many Auto Attendants will you need? There is no limit to the number you may have per Kall8 toll free or local number. You may also have multiple numbers going to one or all of your Auto Attendants. You may need only Auto Attendant, or you may need one main Auto Attendant, one for evenings, one for weekends and holidays. Or, you may need a different Auto Attendant for each of your locations across the country. Decide what will work best for your situation. Then think of a name for each of your Auto Attendants, such as Main AT, Weekend AT, Western Region AT, etc.
2. Will you need any kind of custom routing? For instance, if you have separate Auto Attendants for each of your offices, you may want to use the same toll free number for all of them but route the incoming calls to the location nearest to the caller. Or, you may want to route the calls based on the incoming call's area code or area code and prefix. Or, you may want calls from one state to go to a particular Auto Attendant and calls from another state go to a different one.
3. Do you have a live operator or receptionist that will be used for all of your Auto Attendants?
4. Do you have an existing voice mail that will be used for all of your Auto Attendants? If you don't already have one, would you like Kall8 to create a voice mail box for you?
5. Would you like a company greeting to be played for each of the Auto Attendants? An example of a company greeting would be "Welcome to XYZ Corporation. For our Seattle office, press 1, for our New York office, press 2."

For each of your Auto Attendants you will need to decide:

1. How many menus and sub menus will you need? If you have the caller press one for Sales, press 2 for Customer Service, press 3 for voice mail, if they press one, will they go to another menu, such as for Susie press one, for Dan press 2, etc.? If the line is busy or there is no answer, will the call be sent to voice mail? Will it be Kall8 voice mail or another voice mail box?
2. Will you be using extensions in your Auto Attendant? Do you currently use extensions in your company? If so, you will probably want to program them into the Auto Attendant. If not, would you like to create extensions?
3. Will you want to record your calls for quality assurance, training and/or order verification?

Some people are more visual than verbal. It might help you plan your Auto Attendant by trying to draw how you would like it to flow. An example of a simple Auto Attendant flow chart follows.

Automated Attendant Example





Please fill out this form as completely as possible to reflect your particular needs. The more complete it is, the faster we will be able to get your Automated Attendant programmed and working. Once you have finished filling out the form, please fax it to Kall8 customer service at 1-206-479-2616 or toll free at 1-800-760-4583.

Worksheet for Auto Attendant Programming

Before we can set up an Auto Attendant for you, you will need to have a Kall8 account. If you do not have a Kall8 account, please go back to the home page on www.kall8.com and sign up for an account.

Kall8 Number(s) for which Auto Attendant is being programmed: _____

Company/Auto Attendant Owner: _____

Person coordinating Auto Attendant Planning: _____

Direct Phone: _____ Mobile Phone : _____ E-mail Address: _____

List all phone numbers to be included in the Auto Attendant:

Table with 7 columns: Phone Number, First Name, Last Name, Dept., Extension, Comments. Rows 1-10.

(For more than 10 numbers, please attach a list.)

Will the same program operate 24hours/day, 7 days a week? ___ Yes ___ No

If you will only need one Auto Attendant, what would you like to call it? (Each Auto Attendant needs a name.)

If you will need more than one Auto Attendant, please complete the following for the times you would like each Auto Attendant to be active:

Name of Auto Attendant Time for Auto Attendant to be active
from _____ to _____
from _____ to _____
from _____ to _____
from _____ to _____

Time Zone in which Auto Attendant(s) will be operating (Choose One): _____

To what phone number should "0" calls be sent? _____

If that number is busy, where should the calls go? _____

Do you want to record your calls? ___ Yes ___ No

If yes, do you want to be on the high volume or low volume program? (Go to <http://www.kall8.com/rates.htm> for pricing.)
___ High Volume ___ Low Volume

Main Menu

Initial Greeting: _____

If the Caller Presses 1 : (choose one and fill in where required)

_____ Go to Sub Menu # 1 _____ ;or
_____ transfer to ring-to number _____ ;
_____ transfer to voicemail w/message: _____
_____;or
_____ play a message which says (caller will hear a greeting but will not be able to leave a message): _____

If the Caller Presses 2 : (choose one and fill in where required)

_____ Go to Sub Menu # 1 _____ ;or
_____ transfer to ring-to number _____ ;
_____ transfer to voicemail w/message: _____
_____;or
_____ play a message which says (caller will hear a greeting but will not be able to leave a message): _____

If the Caller Presses 3 : (choose one and fill in where required)

_____ Go to Sub Menu # 1_____ ;or
_____ transfer to ring-to number_____ ;
_____ transfer to voicemail w/message: _____
_____;or
_____ play a message which says (caller will hear a greeting but will not be able to leave a message): _____

If the Caller Presses 4 : (choose one and fill in where required)

_____ Go to Sub Menu # 1_____ ;or
_____ transfer to ring-to number_____ ;
_____ transfer to voicemail w/message: _____
_____;or
_____ play a message which says (caller will hear a greeting but will not be able to leave a message): _____



Submenu # _____

(Make as many copies as needed)

If there are any Kall8 numbers that should be routed directly to this submenu list them here:

Menu prompt (fill in the greeting the caller will hear):

If the Caller Presses 1 (choose one option and fill in where required)

_____ Go to Sub Menu # _____ ;or

_____ transfer to ring-to number : _____ ;

_____ transfer to voicemail w/message: _____

_____ ;or

_____ play a message which says: _____

If the Caller Presses 2 (choose one option and fill in where required)

_____ Go to Sub Menu # _____ ;or

_____ transfer to ring-to number : _____ ; or

_____ transfer to voicemail w/message: _____

_____ ;or

_____ play a message which says: _____

If the Caller Presses 3 (choose one option and fill in where required)

_____ Go to Sub Menu # _____ ;or

_____ transfer to ring-to number : _____ ; or

_____ transfer to voicemail w/message: _____

_____ ;or

_____ play a message which says: _____
