

Additional Information for setting up Call Answering Rules:

Example of a rule: Press 1 to go to the department extension.

- You can set up keys 1-9 as options for a rule. If you set up a rule you may disable or enable it.

Rule greeting example: Hello, this is Sam Smith. I am out of the office right now. If you need to speak to somebody right away press 1 to reach someone who can assist you. If you wish to leave me a message please, press the # key.

- Without a rule greeting callers may interrupt your personal or away greeting to leave a message by pressing one of these keys 1-9 and # on the telephones key pad. We recommend you saying in your greeting to press # to interrupt this greeting and leave a message now.
- With a rule; if callers may interrupt your greeting check box is checked “enabled” then it will follow the action of the rule you built. Example; the caller presses 1 during your greeting and Exchange will start to ring the department number, press # during your greeting it will allow the caller to leave a message. If the check box “callers may interrupt your greeting to leave a message” is unchecked “disabled” it will force the caller to listen to the whole greeting before any of these actions may occur.
- You may build multiple rules. The first rule has the highest priority and if it is checked “enable” then this is the rule greeting that is played when a caller is forwarded to your VM box.
- If all of the rules are checked “disabled” then the caller will hear your regular personal greeting or the away greeting depending on which greeting you choose to have active.

To build a new rule greeting:

- From GVSU WEB site click on: “Quick Links” then click on: “Email (Faculty/Staff)”
- Enter your username and password
- Click on “New Rule” – label this new rule in the “Name” box; example: “Referral #”
- The screen – on right side – under the heading “Add Actions the Caller can Select” click on: “Transfer the caller to ...”
- Enter the extension number you wish to have calls transferred to in the “Phone number:” box.
- Note; Press the “1” key to transfer to: is the default for a new rule and you have the option to change it to a different number by clicking on its check box.
- Click on: “Apply” and then on click on: “Save and Close”

To record a rule greeting:

- Once a rule is built you may record this rule greeting by the following steps:
- Highlight the rule you wish to record.
- Click on: Edit
- Click on: Call the Play on Phone number to play or record a greeting for this call answering rule...
- In the pop up box click on: Dial
- Exchange will call the extension that is in the pop up box that is labeled as “Dial this phone number:” and show you a status box that it is calling this extension number.

- When this extension starts ringing answer the phone. Listen to and follow the prompts to record this greeting. Once you are finished recording this greeting Exchange will ask to press “1” to accept this recording. If you do not complete this step the greeting defaults back to the prior greeting.