

Front Office Assistant Basic

User Guide

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Introduction

With the Front Office Assistant iPad app, businesses can set up and manage IVR systems with no IT involvement. The app enables small and medium businesses to setup and manage auto-attendants for answering and routing incoming calls using the touch based interface of the iPad. With simple drop-down menus and on/off controls, users can present their callers with custom greetings and options to leave messages, connect to specific people, or transfer to other departments.

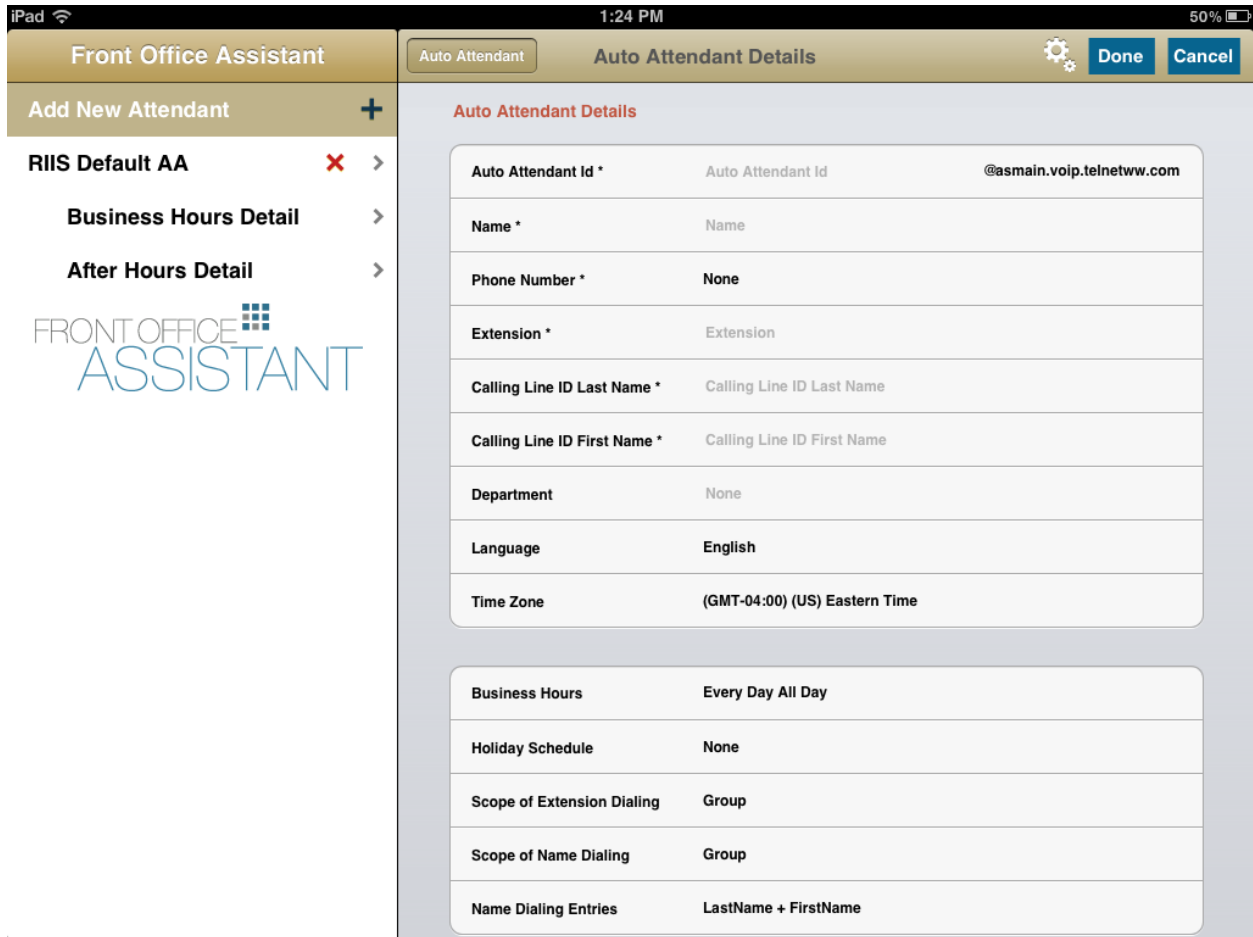
First Steps – Logging In

Logging into the Front Office Assistant application is easy. Before logging in, make sure you know your Username, Password, and Broadsoft URL. Once you have all the information needed, you can log in to the application.



Look and Feel

After logging in, you will be taken to the main Auto Attendant page. Here, you will be able to create and edit Auto Attendants.



The screenshot shows the 'Auto Attendant Details' configuration screen in the RIIS Front Office Assistant app. The interface includes a top navigation bar with 'Auto Attendant' and 'Auto Attendant Details' tabs, and a 'Done' button. A left sidebar contains a list of auto attendants, with 'RIIS Default AA' selected. The main content area displays the following details:

Auto Attendant Id *	Auto Attendant Id	@asmain.voip.telnetww.com
Name *	Name	
Phone Number *	None	
Extension *	Extension	
Calling Line ID Last Name *	Calling Line ID Last Name	
Calling Line ID First Name *	Calling Line ID First Name	
Department	None	
Language	English	
Time Zone	(GMT-04:00) (US) Eastern Time	
Business Hours	Every Day All Day	
Holiday Schedule	None	
Scope of Extension Dialing	Group	
Scope of Name Dialing	Group	
Name Dialing Entries	LastName + FirstName	

Auto Attendants

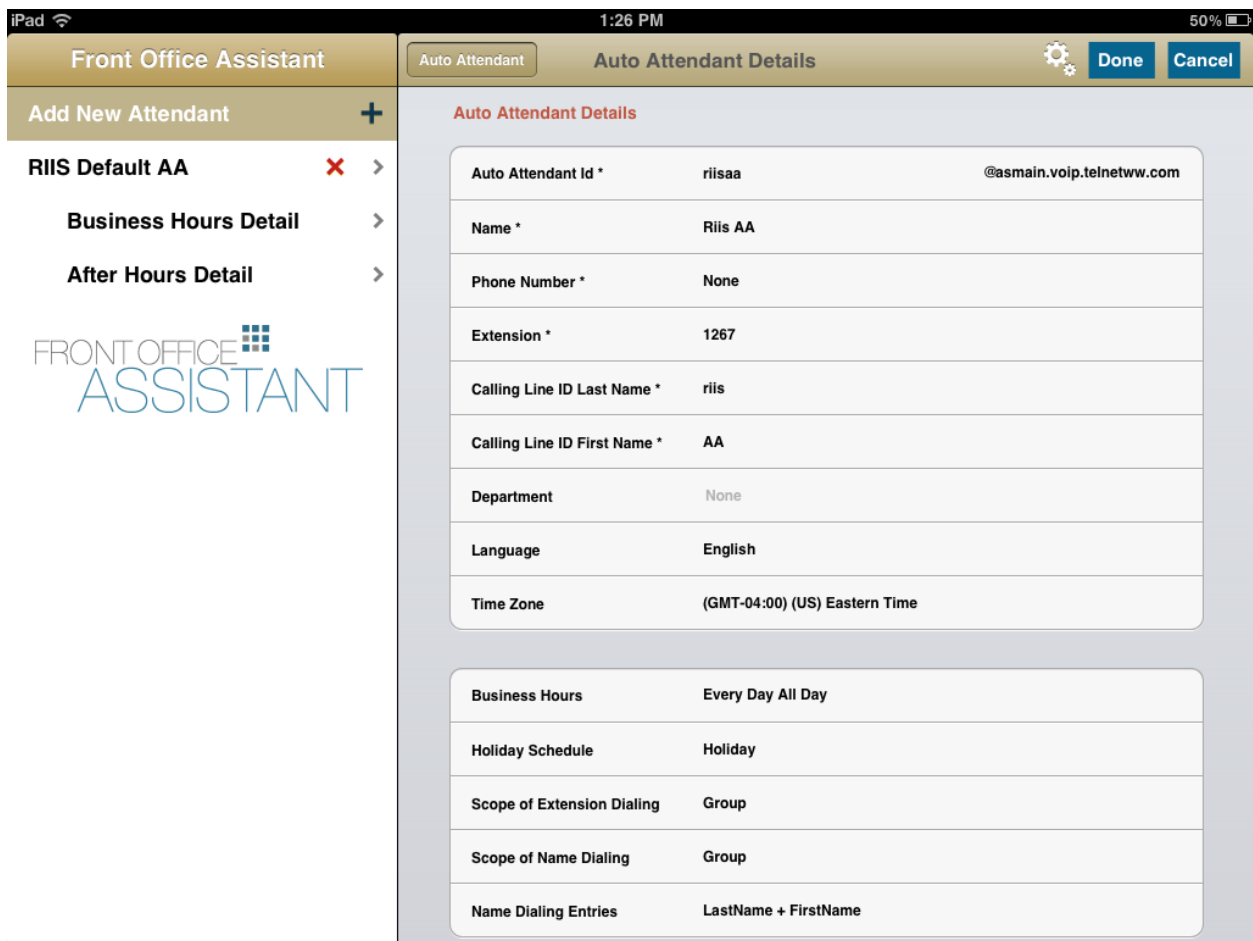
Auto Attendants are used to provide simple, easy to use voice menus that allow callers to be quickly transferred to the person or department they are looking for without the intervention of an operator. Auto Attendants help simplify incoming phone calls while improving customer satisfaction.

Adding Auto Attendants

To add an Auto Attendant:

- Click on Add New Attendant.
- Fill in the Auto Attendant ID. The ID has to be longer than six characters.
- Fill in the Name field with the Auto Attendant's name.
- Fill in the extension number for the Auto Attendant.
- Fill in the Calling Line ID Last and First name fields.

- Choose a Language.
- Choose a Time Zone.
- Choose the Business Hours and Holiday Schedule for the Auto Attendant. These can be created under Schedules.
- If applicable, choose the Scopes of Extension and Name Dialing.
- Choose Name Dialing options.
- Finally, click Done in the top right corner. This saves and creates the Auto Attendant.



The screenshot shows the 'Auto Attendant Details' configuration screen in the 'Front Office Assistant' app. The interface includes a left sidebar with navigation options and a main configuration area with various fields.

Auto Attendant Details		
Auto Attendant Id *	riisaa	@asmain.voip.telnetww.com
Name *	RIIS AA	
Phone Number *	None	
Extension *	1267	
Calling Line ID Last Name *	riis	
Calling Line ID First Name *	AA	
Department	None	
Language	English	
Time Zone	(GMT-04:00) (US) Eastern Time	
Business Hours	Every Day All Day	
Holiday Schedule	Holiday	
Scope of Extension Dialing	Group	
Scope of Name Dialing	Group	
Name Dialing Entries	LastName + FirstName	

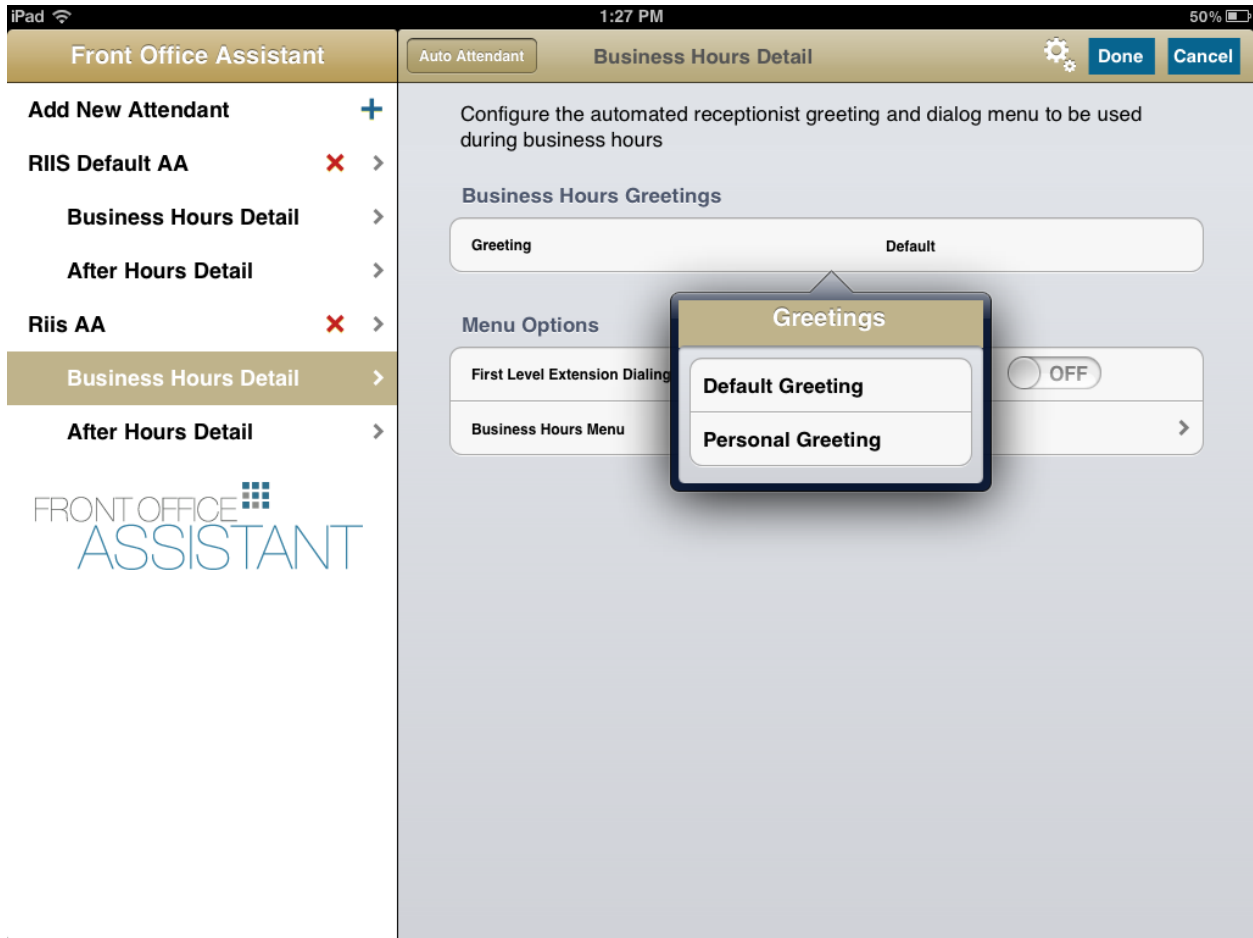
Hour Details

Once the Auto Attendant is created, you can now set up personal greetings and menu options. One of two details is the Business Hours Detail. Here, you can configure the automated greeting and menu that will be used during business hours. The other option is the After Hours Detail.

Here, you can configure the automated greeting and menu that will be used after business hours.

Greetings

You will find the Greetings section under both Hours Details. You have two options when choosing a greeting: Default or Personal.



Menu Options

Both Business and After Hours Detail have a Menu Options section. Here, you can turn First Level Extension Dialing on or off, as well as set up a menu for callers to select an option from. If you enable First Level Extension Dialing, callers will be able to enter an extension without having to use the menu.

Creating the Menu

The menu option allows callers to choose from a list of defined actions. For example, press 0 to speak with an operator, or press 1 to dial by name. Key options include numbers zero through nine, as well as the pound (#) sign and the star (*) sign.

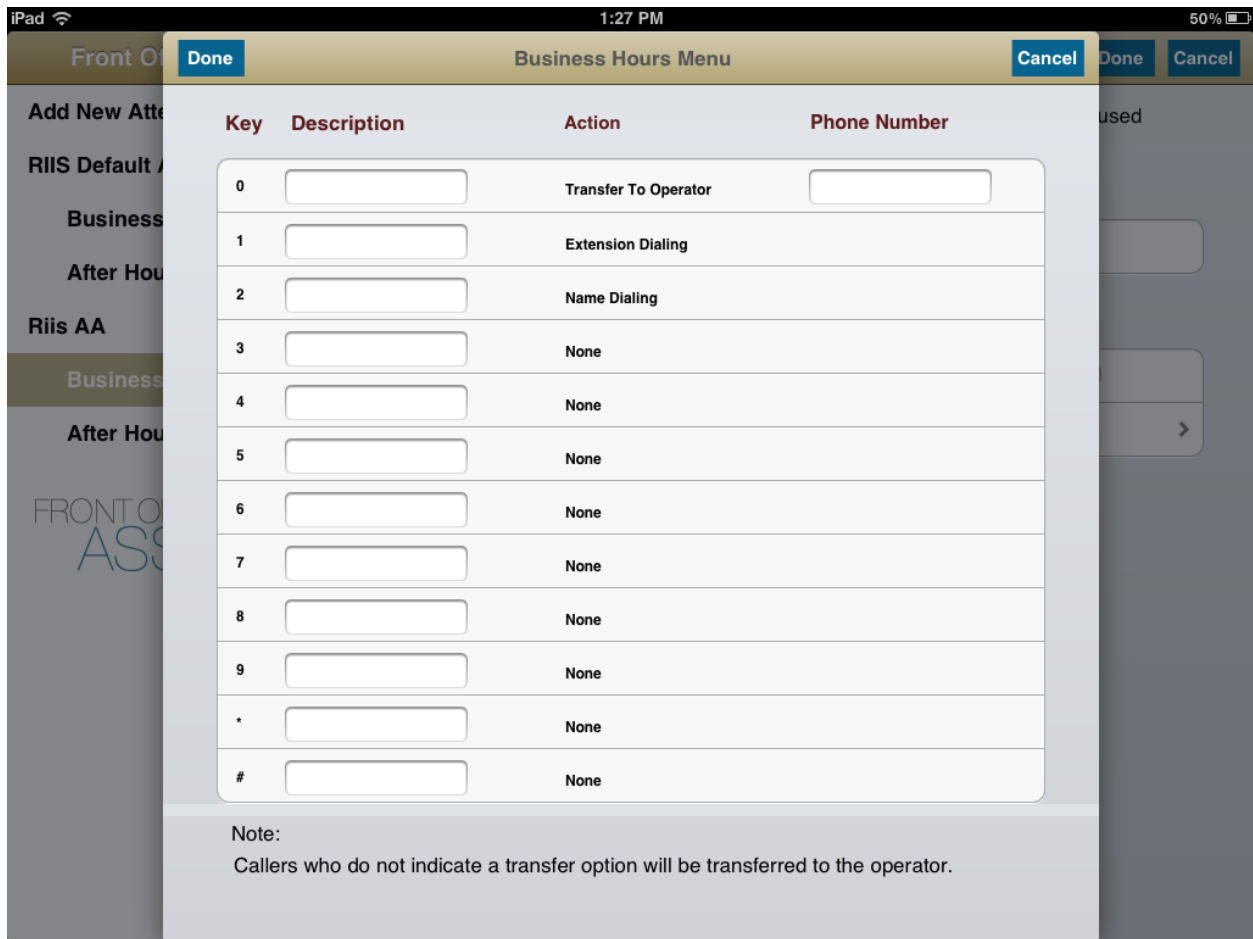
Actions include:

- Transfer with Prompt*
- Transfer without Prompt*
- Transfer to Operator*
- Name Dialing
- Extension Dialing
- Repeat Menu
- Exit
- None

*Note: Transfer with Prompt, Transfer without Prompt and Transfer to Operator all require a phone number to transfer to.

When you start creating the menu, it is best practice to have an idea of what you want the menu to accomplish. Once you have that idea in your head, creating the menu will be easy.

- To start, choose which key you want to start with (0-9, # or *).
- Then, create a short description for what the key does.
- Next, choose which action that key will do (Name dialing, transfer to operator, etc.).
- If your action requires a phone number, fill in the number in the last column.
- Repeat the above steps until your menu is complete.
- When you are finished, click the done button in the top left corner to save your menu.



Notice, at the bottom of the menu, there is a note letting you know that callers that do not choose a menu option will automatically be transferred to the operator.

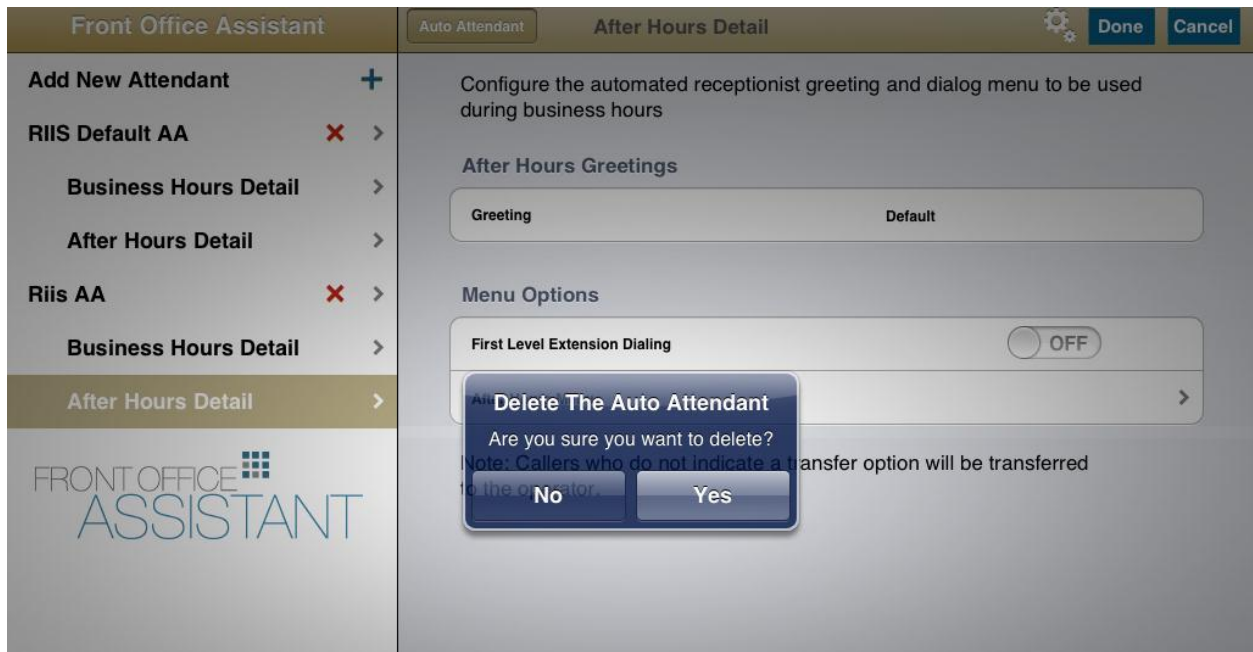
If you want to delete a menu option, just change the action to None. This will get rid of any description and phone number added to the key.

Editing an Auto Attendant

If you need to make changes to an Auto Attendant, all you have to do is click on the attendant's name from the Auto Attendant menu, make your changes, and click the done button in the top right corner.

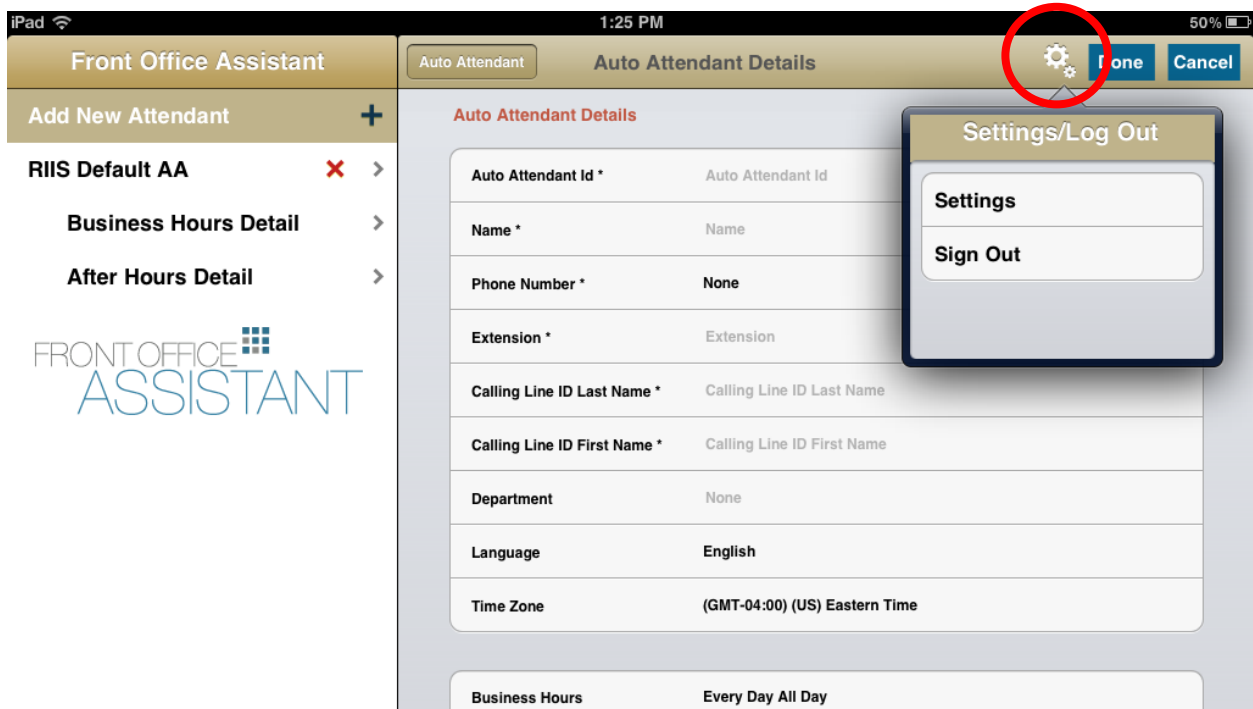
Deleting Auto Attendants

To delete an Auto Attendant, press the red X next to the attendant's name. This will bring up a Delete confirmation window. Confirm that you want to delete the Auto Attendant by pressing Yes.



Settings and Signing Out

To sign out of the application, or to view your login credentials, click on the gears button in the top right corner, then choose which action you would like to do.



Frequently Asked Questions

Q: What version of Broadworks does Front Office Assistant support?

A: Front Office Assistant supports Broadsoft R16sp4 and above. Anything below R16sp4 will not work as the APIs are different.

Q: How does Front Office Assistant communicate with Broadworks?

A: Front Office Assistant uses OCI-P to make changes on the Broadworks server. If OCI-P is blocked, then Front Office Assistant will not work.

Q: What do I need to login to Front Office Assistant?

A: You need a Group Admin username and password. Front Office Assistant was not designed to work with Enterprise Users or Basic Users.

Q: Is there an Android version of Front Office Assistant?

A: There is both an iPad and Android version of Front Office Assistant.



About RIIS, LLC

The company's primary services include accelerated application development through visualization and automation for web and mobile technologies. RIIS serves clients in the financial, automotive, telecommunications and healthcare sectors, as well as government organizations. As an iRise® alliance partner, RIIS creates solutions simulated on the iRise platform before development, improving quality and speeding time-to-market. Founded in 1998, RIIS is headquartered in Southfield, Michigan.

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For more information on the Front Office Assistant iPad Application, please visit: foa.riis.com/.