Recording an Auto Attendant Greeting

Easy Auto Attendant

Granite is able to record your Auto Attendant for you if you provide a script. Please keep in mind there will be a service order charge associated with any Granite re-recording

Log into the Auto Attendant CommPortal (*or access the individual settings of the Auto Attendant from the Admin Portal*)

Go to the "Easy Attendant Menu"

Line Status

Main	Easy Attendant Menu	Extensions

Apply   Cancel

Click "listen/change" underneath the "Record Initial Greeting" field

Assign functions to each key on the caller's phone

1	Transfer to Phone ▾	(617) 279 3362 ▾
2	Transfer to Voicemail ▾	(617) 249 9970 ▾
3	Play Announcement ▾	⊙ listen/change
4	Unassigned ▾	
5	Unassigned ▾	
6	Unassigned ▾	
7	Unassigned ▾	
8	Unassigned ▾	
9	Unassigned ▾	
0	Unassigned ▾	

Record initial greeting

This announcement welcomes your callers, and tells them what options they can select from. These should match the options you have configured in the panel to the left.

e.g. "Welcome to Bob's Tires. Press 1 for ..." (see full example)

⊙ listen/change

From here you are able to listen to your current greeting, download that current greeting and save it to your desk top. You are also able to rerecord the greeting through your computer if you have a microphone. Once you are satisfied with the newly recorded greeting click "Save". If your computer does not have a microphone you are able rerecord over the phone

To record by phone, follow the below directions:
1) Dial the following number to access the Messaging Service: 617-249-1215
You will hear the following prompt:
"Area code and phone number, followed by pound. If you make a mistake, and need to start again, press the star key."
2) Enter the following number: [AA NUMBER] #
You will hear the following prompt:
"Please enter your PIN, followed by pound. If you make a mistake, and need to start again, press the star key. To listen to this subscriber's Easy Attendant, just press pound."
3) Enter the following PIN: 4726483 #
You will hear the following prompt:
"Welcome to Subscriber Services. To change your Easy Attendant configuration, press 1. To change your account settings, press 2. To leave this account and log on as another subscriber, press 3."
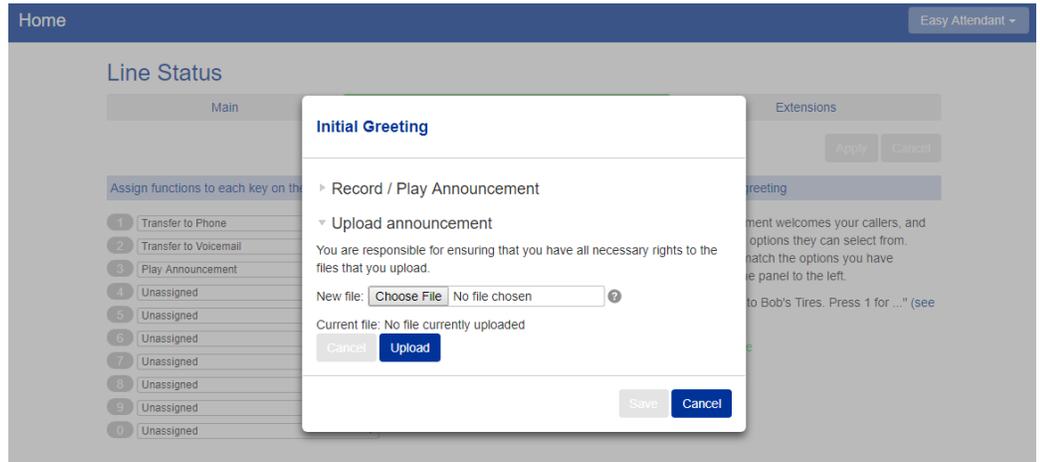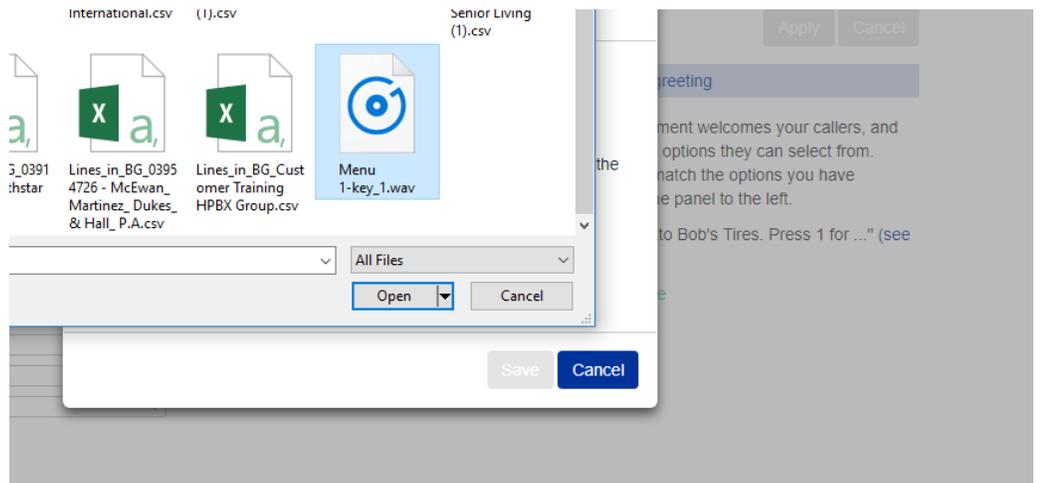4) Choose the desired prompt

You are also able to upload an existing recording
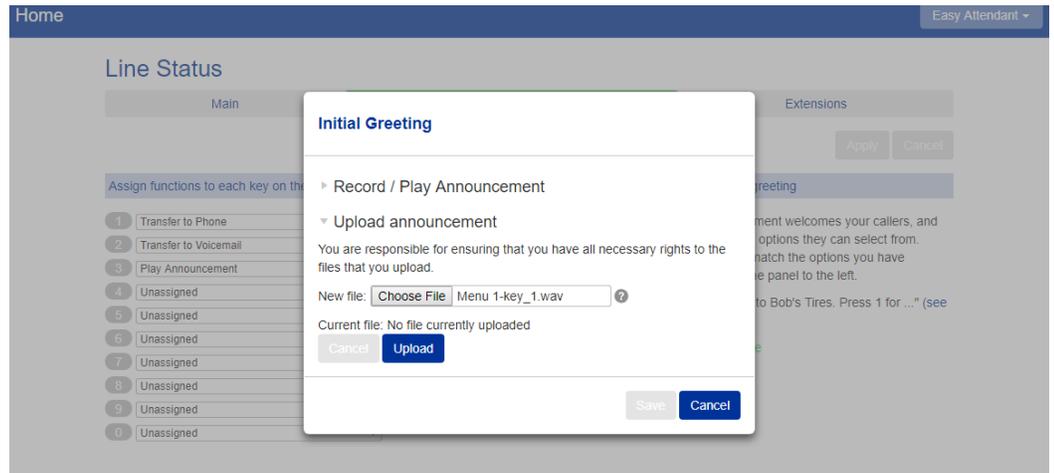
To do so, click "Upload announcement"

Click "Choose File" and locate the WAV file you would like to use for the greeting
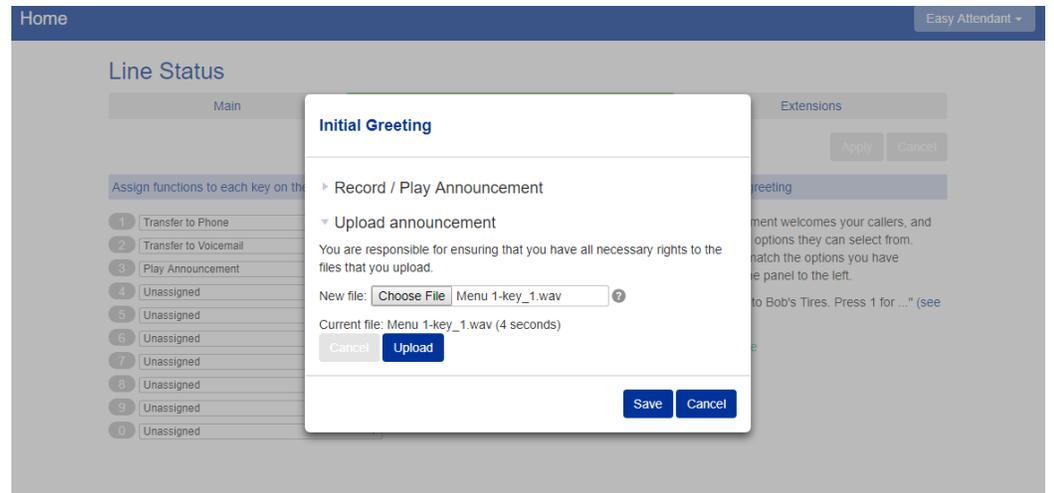
Once the file has been selected, click "Upload"

Once the upload completes, click "Save"

Your Auto Attendant has now been updated!

Please note that the Key functions will need to be changed if you changed the wording of the recording