Custom Auto-Attendant Settings for Mango Voice from OnHold.com

Auto Attendant Settings for Mango Voice

Before you begin, save the auto-attendant audio file(s) provided by our studios to your computer in a convenient location, such as your desktop. Follow the steps below to customize your Mango Voice auto attendant.

Creating an Auto-Attendant

- Login to admin.mangovoice.com.
- Go to **Switch Board**.
- Select the **Switch Board** you wish to edit.
- Click **Auto-Attendant** & move to the desired locations.
- Link the auto-attendant to the other actions as needed.
- Change the **Sound Clip** if desired (see instructions below).
- Add or remove options as desired.
- Link each option to the desired action. See **Switch Board Canvas** for details.
- **Save** and exit **Switch Board Canvas**.

Editing an Auto-Attendant

- Select **Switch Board** in the left side menu.
- Select the **Switch Board** you wish to edit.
- Go to the desired **Auto-Attendant.**
- Change the Sound Clip if desired (see instructions below).
- Add or remove options as desired.
- Link each option to the desired action. See **Switch Board Canvas** for details.
- **Save** and exit **Switch Board Canvas**.

Additional Settings for Auto-Attendant

- **Timeout** - The amount of time allowed for user input.
- **Repeat time** - The number of times to repeat the auto-attendant if no option is pressed.

To Change a Sound Clip:

- Go to **Sound Clips** on the left.
- Select **+Upload Sound Clip** – a new window will open.
- Select **Choose File** to browse your PC for the custom audio file(s) from our studios.
- Select **Open.**
- Create an appropriate **Name** for the file.
- Click **Create Sound Clip**.

You're ready to play custom auto-attendant greetings to every caller via your Mango Voice phone service!

Questions? Call OnHold.com at 1-888-321-8477.