Creating and Customizing Gabbit Auto-Attendants from OnHold.com

Before you begin, save the custom greeting 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 Gabbit auto-attendants.

Log in to your Gabbit account.

To Add a Custom Auto-Attendant to Your Gabbit CBX Phone Service:
Log in to your Gabbit account.
Select the blue **Auto Attendants** button from the top.
Click on the blue **Add Attendant** button.
Create a **Name** for the Auto Attendant such as Daytime.
Set an **Extension** Number (9001 is recommended in not already in use).
Choose your **Timeframe** (for this example, choose Business Hours).
Click the blue **Add** button.
For a *play only intro greeting*, select Intro Greetings and follow the instruction below.
For an *interactive greeting* (for sales press 1, for billing press 2, etc.), select Menu Prompts and follow the instructions below.
Note: you will need to create an auto-attendant for each instance such as daytime, afterhours or holiday.

Adding an Intro Greeting to An Auto-Attendant (this is a play only greeting, no caller interaction):
Create the **Auto-Attendant** as noted above.
Click the **Edit** (pencil) button next to the greeting to modify.
Click the **Speaker** button next to **Intro Greetings** to upload the greeting,
Browse your PC to locate the greeting file from our studios.
Select the **Timeframe** the greeting should play during.
Select the blue **Upload** button.
If desired, add additional Intro Greetings by following the same steps.

Setting Up Auto- Attendant Menu Prompts (these are interactive greetings such as for the front office press 1, for service press 2, etc.):
Create the **Auto-Attendant** as noted above.
Click the **Edit** (pencil) button next to the greeting to modify.
Select the **Speaker** button under **Menu Prompts** to upload the **Greetings**.
Add a **Description**, select **Upload** then **Browse** your PC to locate the greeting file from our studios.
Select the blue **Upload** button.
Assign the **dial pad menu** to the options indicated in the greeting by selecting the associated key and following the instruction prompts.
Be sure to click the blue **Save** button when you are done.

You are ready to greet every caller with custom auto-attendants via your Gabbit phone service!

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