



Managing Custom Auto Attendant Greetings via Your Comcast Business VoiceEdge Phone Service

Before you begin, save the voice greeting audio files provided by our studios to your computer in a convenient location, such as your desktop. Follow the steps below to customize your Comcast Business VoiceEdge auto attendant greetings.

To Access Auto Attendant Greeting settings, sign into your Comcast Business **My Account** online and select the **Business VoiceEdge Manager** from the Services menu.

Expand the **Advanced Settings** section and select **Auto Attendant**.

Select the **Expand** icon to view the Keypad settings of a specific Automated Attendant. Select **Business hours** or **After hours** to create or view different keypad settings for that Automated Attendant.

Select **Manage Automated Attendant** and then select the **Pencil** icon to change the settings.

Make selections for the following details and then select the **Checkmark** to confirm:

- **Automated Attendant name** - Allows you to identify which Automated Attendant you are using.
- **Dial By Name** - Allows callers to dial the corresponding keys of a user's name in order to reach their direct number. Choose between a user's last name or first and last name.
- **Time zone** - Set the time zone for your business.
- **Time Schedule** - Determine when your Automated Attendants will function. **All day every day** is the default option, but any saved schedules will also display in the dropdown.
- **Holiday Schedule** - Provides coverage for any changes to your regular Time Schedule. Holiday Schedules are prioritized over Time Schedules.
- **First-level extension dialing during business hours** - Allows callers to dial an extension at any time during a call, during business hours.
- **First-level extension dialing during after hours** - Allows callers to dial an extension at any time during a call, during after hours.
- Select **Manage Call Forwarding Selective**.
- Turn the **Call Forwarding Selective** feature **On** or **Off**.

Note: Call Forwarding Selective cannot be enabled unless there is at least one active Call Forwarding Selective rule created.

- Select the **Pencil** icon to enter the **Default Forwarding Phone Number or Extension** to forward the incoming calls and select the **Checkbox** to enable the **Play Ring Reminder When Call is Forwarded** option. Select the **Checkmark** to confirm.
- Select **Add Rule** to create a new Selective Forwarding rule.
- Enter the **Rule Details**. Under **Call Types**, select **Any Phone Number** to forward any caller or enter **Select Numbers**. Select **Save** when you are finished.

Comcast Business VoiceEdge – How to Update Business Hours or After Hours

Navigate to the **Manage Automated Attendant** screen and select the attendant you want to update (Business Hours or Afterhours)

- Select a keypad number, **Routing Action** and **Phone Number or Extension**.
- Select **Change Key** if you need to make a different keypad selection.
- Enter a destination **Phone Number or Extension** or select a specific user to receive the call.
- When you are finished updating your Automated Attendant, select **Save & Continue**. Select **Upload Your Recording** to upload an existing .wav file recording from your computer.
- Select **Save & Continue** when you are finished with your greeting.

You're ready to play custom auto-attendant greetings to every caller via your Comcast Business VoiceEdge phone service!

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