**Change Auto Attendant Greeting**

Add Intro Greeting **(Optional)**

The intro greeting is an optional message that always plays first and cannot be skipped. It is useful for messages such as "All Calls are recorded for quality and training purposes" or other messages that callers must listen to all the way through.

1. Log in to the Manager Portal

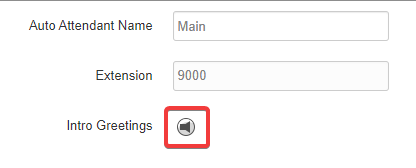
2. Navigate to Auto Attendants

A close-up of a logo

Description automatically generated

3. Click on the name of the auto attendant to modify.

4. Click the speaker icon next to Intro Greetings



5. Click Add Greeting.



6. Select Upload, or Record

**Upload**: Browse and upload a wav or mp3 file, enter a name in the description field

**Record**: Enter an extension or phone number and name in the description field. Click Call. The PBX will call the entered number to record a message.

Select the desired **Time Frame**. Usually, this is Default unless the message should only play during specific times, such as Holidays to inform callers that the business is closed

Click **Save**.

A screenshot of a computer

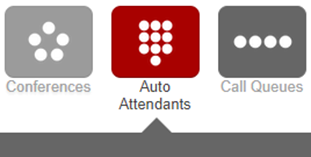
Description automatically generated

**Configure Menu Prompt**

The Menu Prompt plays after the intro greeting and can be skipped at any time by selecting an option or dialing an extension (if enabled). This is where the main message "Press 1 for X, Press 2 for Y...." should be added.

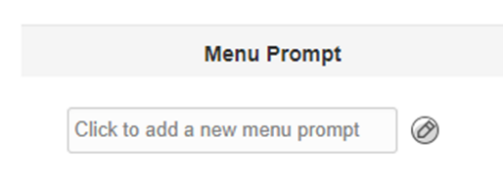
1. Log in to the Manager Portal

2. Navigate to Auto Attendants



3. Click on the name of the auto attendant to modify.

4. Click the pencil icon next to Menu Prompt.



5. Select Upload or Record.

**Upload**: Browse and upload a wav or mp3 file, enter a name in the description field

**Record**: Enter an extension or phone number and name in the description field. Click Call. The PBX will call the entered number to record a message.

6. Click **Save**.

A screenshot of a computer

Description automatically generated