Digital Receptionist

Learning Goal

Take a look at the administrative panel behind the CTP phone server. If you have ever called a large company you have most likely been directed to a digital receptionist. In this lab, we will be learning how to create and configure a digital receptionist for CTP's office.

Requirements

To log into the administrative panel you will need to go to the website below:

- https://ctppro.ca.3cx.us/#/login
- Username is Admin
- The instructor will give you the password in chat

You will also need to be logged into your softphone for this lab:

- https://ctppro.ca.3cx.us/webclient/#/people

Instructions

Once you are logged into the management console you will navigate to the Digital Receptionists menu.

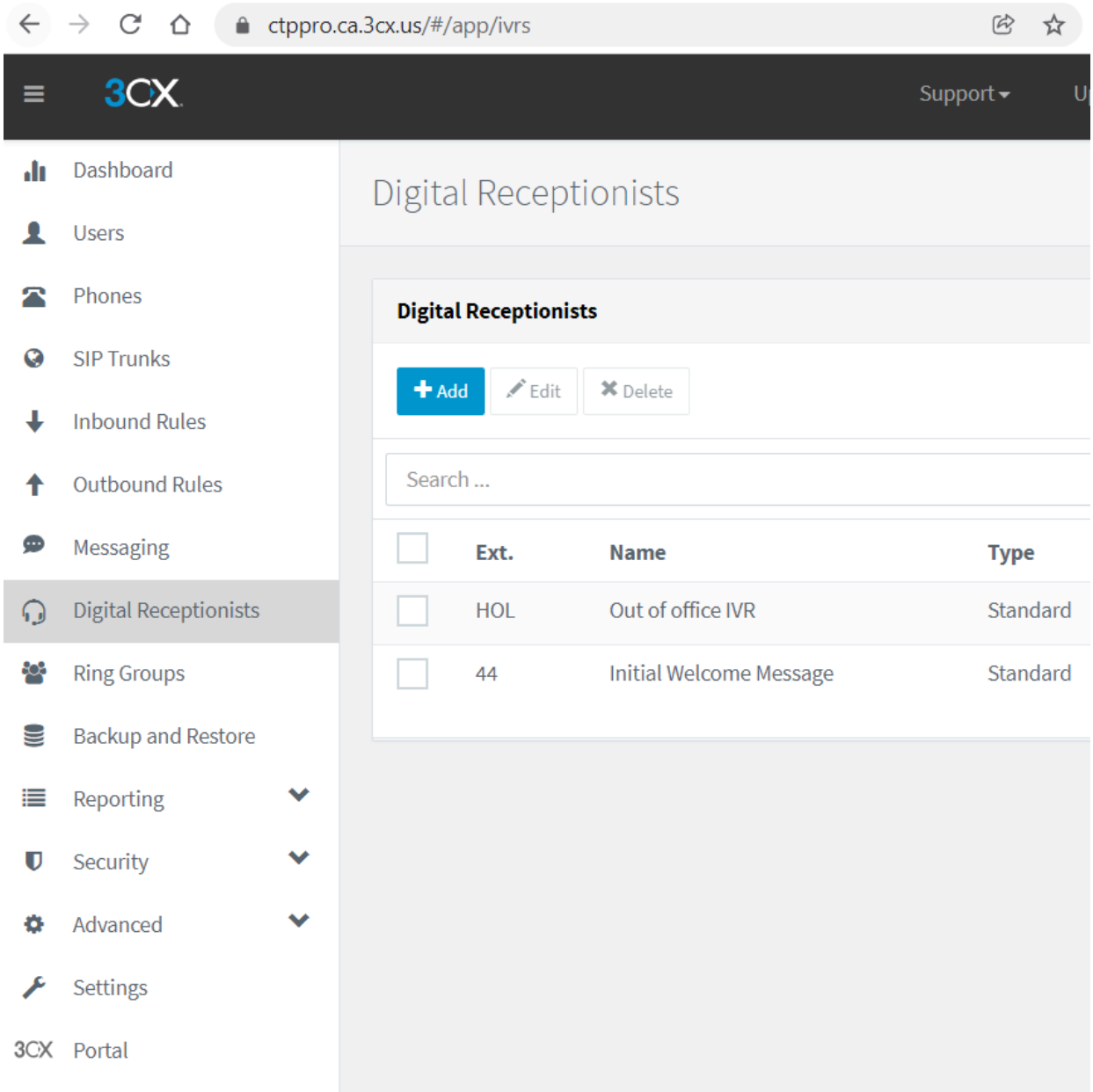
1. Press the blue Add button to create a digital receptionist
2. Enter a name and an extension for this receptionist
3. Try recording a prompt
    a. Press the Record button and then pick an extension to record the prompt with

    b. Make sure to give your prompt a good name so that it is easy to know what it is

4. For this first prompt record a professional welcome message:
    a. “Hello, you have reached the main line for the Computer Technologies Program. If you know your party’s extension you can dial it at any time. Please listen carefully to the following options.”
    b. “For business hours press 1.”
    c. “For location and general info press 2.”
    d. “For a staff directory press 3.”
    e. “For the Computer Reuse Center press 4.”
    f. “If you would like to repeat these options please press 9.”
    g. “For the operator or to leave a message press 0.”
5. Now that you have recorded the welcome message we need to set up some of the follow-up recordings with the pertinent information.
6. Setup option 1 “For business hours”
    a. Record a new message and give it the name “hours”
    b. Script: “The Computer Technologies Program hours are Monday to Friday 10 AM to 5 PM. For more details please see our website at www.ctpberk.org.”
7. Setup option 2 “For location and general info”
    a. Record a new message and give it the name “info”
    b. Script: “CTP’s office is located at 3075 Adeline St. at Suite 240 in Berkeley, California. We are a proud partner at the Ed Roberts Campus.”

8. Setup option 3 “For staff directory”
    a. Record a new message and give it the name “staff”
    b. Script: “Our staff extensions are as follows: Jose can be reached at extension 11, Mike can be reached at extension 12 and Marc can be reached at extension 13.”
9. Next, we will use the Menu Options below and assign the different recorded prompts to the appropriate number on the keypad.
10. Under the Action select Play Prompt and Exit
    a. Then you will have to pick the recorded prompt from the drop down menu
    b. If you have named your prompts correctly, this should be simple to pick the right one
11. Once you have assigned all the numbers, test out the phone tree by calling in with your softphone.

Additional Resources



This is what the admin website will look like.