

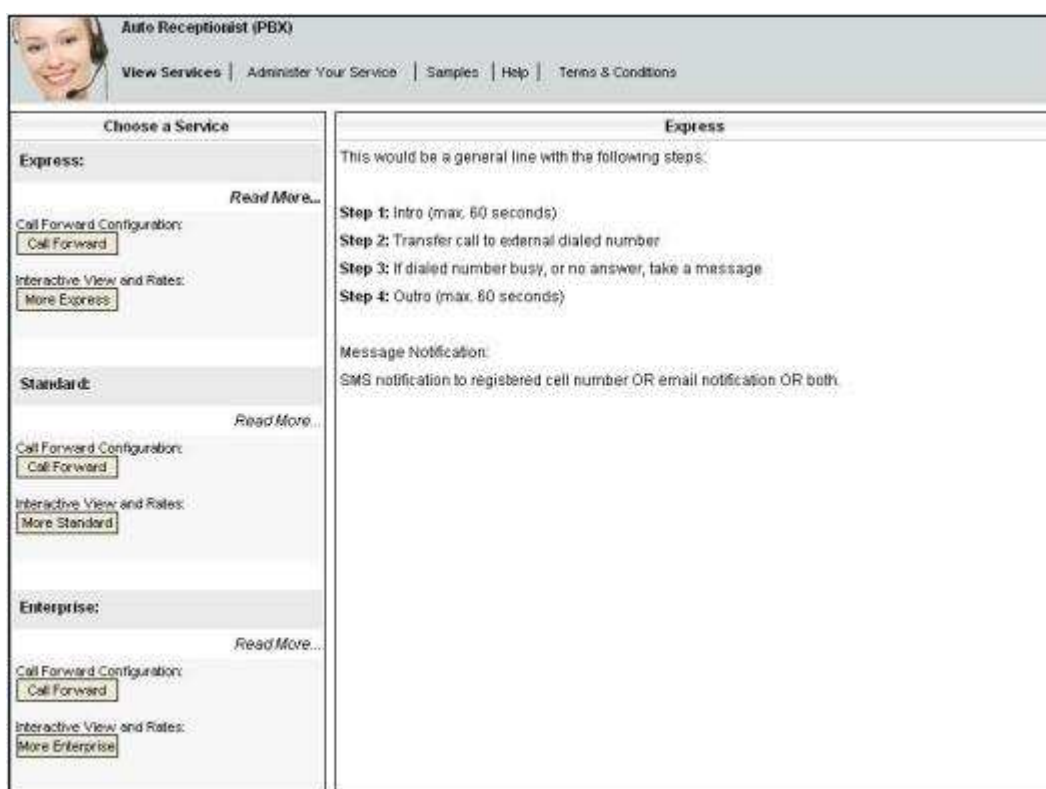
## Auto Receptionist

### Set Up

1. Click on 'Auto Receptionist'



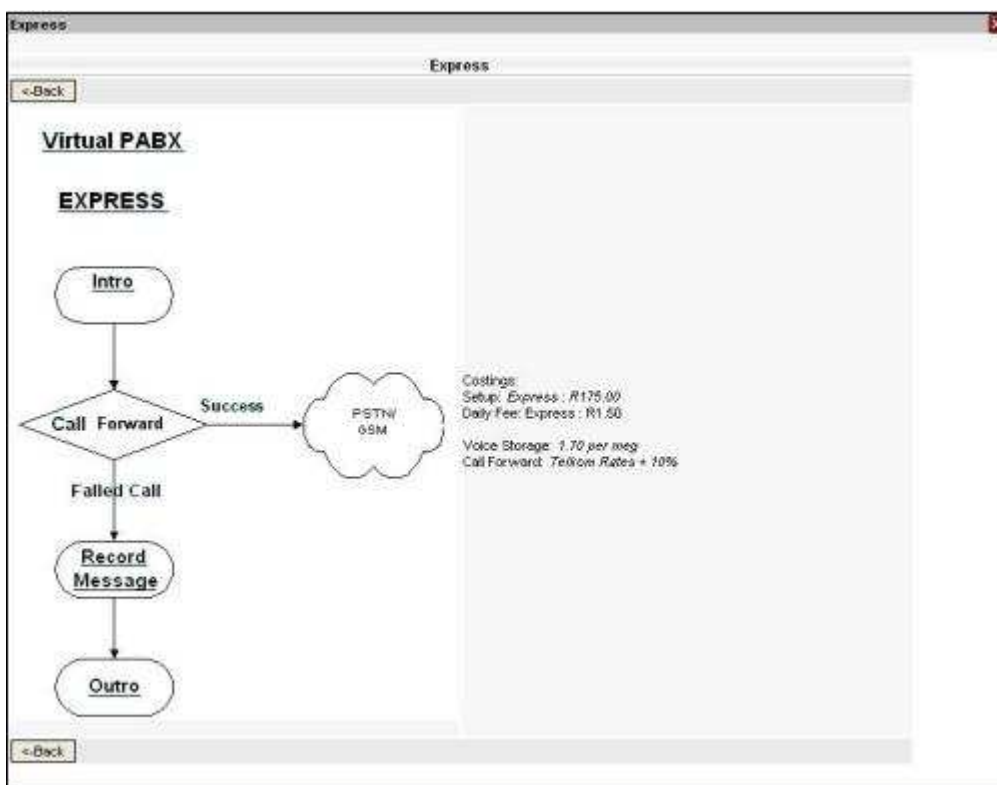
2. You will be taken to the View Services Page, this an overview of the Auto Receptionist (PBX) configurations available from which you can choose.

A screenshot of a web page titled 'Auto Receptionist (PBX)'. The page has a navigation bar with links: 'View Services', 'Administer Your Service', 'Samples', 'Help', and 'Terms & Conditions'. The main content is divided into two columns. The left column is titled 'Choose a Service' and lists three service levels: 'Express', 'Standard', and 'Enterprise'. Each level has a 'Call Forward Configuration' section with a 'Call Forward' button and an 'Interactive View and Rates' section with a 'More' button. The right column is titled 'Express' and contains the following text: 'This would be a general line with the following steps:', 'Step 1: Intro (max. 60 seconds)', 'Step 2: Transfer call to external dialed number', 'Step 3: If dialed number busy, or no answer, take a message', 'Step 4: Outro (max. 60 seconds)', and 'Message Notification: SMS notification to registered cell number OR email notification OR both.'

3. Express, Lite and Enterprise versions are listed here, where each service offering can be evaluated individually.

Choose a Service	Express
<p><b>Express:</b></p> <p><a href="#">Read More...</a></p> <p>Call Forward Configuration:  <input type="button" value="Call Forward"/></p> <p>Interactive View and Rates:  <input type="button" value="More Express"/></p>	<p>This would be a general line with the following steps:</p> <p><b>Step 1:</b> Intro (max. 60 seconds)</p> <p><b>Step 2:</b> Transfer call to external dialed number</p> <p><b>Step 3:</b> If dialed number busy, or no answer, take a message</p> <p><b>Step 4:</b> Outro (max. 60 seconds)</p> <p>Message Notification:            SMS notification to registered cell number OR email notification OR both.</p>
<p><b>Standard:</b></p> <p><a href="#">Read More...</a></p> <p>Call Forward Configuration:  <input type="button" value="Call Forward"/></p> <p>Interactive View and Rates:  <input type="button" value="More Standard"/></p>	
<p><b>Enterprise:</b></p> <p><a href="#">Read More...</a></p> <p>Call Forward Configuration:  <input type="button" value="Call Forward"/></p> <p>Interactive View and Rates:  <input type="button" value="More Enterprise"/></p>	

4. By clicking on the 'More' section at the bottom of each service-offering page, a flowchart can be seen where the functionality of the service is more fully explained in graphical terms. When clicking on the various boxes within the flow chart, examples of the type of scripting that would apply to your company/business are displayed. To return to the Main Menu click on the 'Back' button on the top/bottom left hand side of the page.



5. Click on 'Purchase Service' on the upper menu. All the options available will be displayed. Make your selection by clicking the Radio Button of your choice. Then click the 'Submit' button.

Please complete step 1 of 8 (Select the PBX Option)	
<input checked="" type="radio"/>	Express Service (Setup R175.00, Daily Fee Express : R1.50)
<input type="radio"/>	Standard Service (Setup R230.00, Daily Fee Standard : R2.50)
<input type="radio"/>	Enterprise Service (Setup R354.00, Daily Fee Enterprize : R3.00)
<i>NOTE: All Forward calls charged at Telkom Rates + 10%</i>	
<input type="button" value="- Submit -"/>	

6. On the left hand side of the page is an example of a typical script, this can be used by yourself as an outline, where you type your own script into the corresponding right hand block, or you can cut and paste the example script into the box and edit this to suit your needs. This needs to be done for each of the blocks where a recording needs to be done to enable the service.

Thank you for selecting the Express option, now complete step 2 of 8 (Create your script now)	
<p>Step 2.1</p> <p>Please fill in the area on the right, this is the introduction that the person phoning your Auto Receptionist(PBX) shall hear</p> <p>_____</p> <p><i>For Example: Thank you for calling the ABC recruitment company, we specialize in the placement of the most suitable candidates, meeting all your short term and long-term employment needs, please hold while we transfer your call to our administration department who will process your call.</i></p>	<div style="border: 1px solid gray; height: 100px;"></div>
<p>Step 2.2</p> <p>Please fill in the area on the right, this is the message that the person phoning your Auto Receptionist(PBX) shall hear if you are unavailable to take their call</p> <p>_____</p> <p><i>For Example: Im sorry all our lines are currently busy, after you hear the tone please leave a detailed message and we will return your call as soon as is possible</i></p>	<div style="border: 1px solid gray; height: 100px;"></div>

7. Use the drop down menu and select a name from the list of current voice-over artists contracted to VBC. Once selected press 'OK' to continue. This will launch your default media player. Please check if has been launched onto your desktop or in the task bar section at the bottom of your page. Use your media player as normal. Continue making your selections until you have found the voice-over artist of your choice. Voice-over artists and scripts can be accessed by clicking on the 'Samples' tag on the main menu.

Thank you for selecting the Express option, now complete step 3 of 8 (Select Voice Artist)	
<p>Step 3.1</p> <p>Select the Voice Artist to record your line:</p>	<div style="border: 1px solid gray; padding: 5px;"> <input type="button" value="&lt;- Back"/> <div style="float: right; border: 1px solid gray; padding: 2px;"> <input type="button" value="- Submit -"/> </div> </div>

More Information on Voice Artist Select	
Use the drop down menu and select a name from the list of current voice-over artists contracted to VBC. Once selected press "OK" to continue. This will launch your default media player. Please check if it has been launched onto your desktop or in the task bar section at the bottom of your page. Use your media player as normal.	
Continue making your selections until you have found the voice-over artist of your choice.	
Voice-over artists and scripts can be accessed by clicking on the "Samples" tag on the main menu	

8. 1. Using the drop down menu select either an 083, 0800, 0860, 0861 or an 011 access number. Definitions Of Numbering Ranges: 083 = a normal cell phone number which callers will use to dial when reaching your Auto Receptionist (PBX). This number can be accessed by international callers.

2. 0860 = Telkom Share Call number. This service from Telkom offers a great multitude of service configurations, please see the VBC Telco Services and Products for more information. By selecting this access numbering range, callers pay for call charges at a variable amount determined by yourself, these will be charged directly to your Telkom account by Telkom. International calls cannot be received using this range.
3. 0861 = Telkom 'Maxi Call' offering. More information of this service can be found in the VBC Telco Services and Products section. By selecting this access numbering range, callers pay for call charges at a flat rate, these will be charged directly to your Telkom account by Telkom. International calls cannot be received using this range.
4. 0800 = Toll Free. Callers calling your VBC Auto Receptionist will not pay for any call charges, these will be charged directly to your Telkom account by Telkom. International calls cannot be received using this range, unless arranged with Telkom.  
011= A Johannesburg access number where callers (local and International) can access your Auto Receptionist service, being charged normal network charges.

<p><b>Thank you for selecting the Express option, now complete step 4 of 8 (Select your Number Type)</b></p> <p>Step 4.1</p> <p>Select the type of number you wish to have:</p> <p style="text-align: right;">003 xxx xxxxx ▾</p> <p style="text-align: center;"> <input type="button" value="← Back"/> <input type="button" value="- Submit -"/> </p>	
<b>Definitions of Numbering Ranges:</b>	
083 =	A normal cell phone number which callers will use to dial when reaching your Auto Receptionist (PBX). This number can be accessed by international callers.
0860 =	Telkom Share Call number. This service from Telkom offers a great multitude of service configurations, please see the VBC Telco Services and Products for more information. By selecting this access numbering range, calls pay for call charges at a variable amount determined by yourself, these will be charged directly to your Telkom account by Telkom. International calls cannot be received using this range.
0861 =	Telkom 'Maxi Call' offering. More information of this service can be found in the VBC Telco Services and Products section. By selecting this access numbering range, calls pay for call charges at a flat rate, these will be charged directly to your Telkom account by Telkom. International Calls cannot be received using this range.
0800 =	Toll Free. Callers using your VBC Auto Receptionist will not pay for any call charges, these will be charged directly to your Telkom account by Telkom. International calls cannot be received using this range, unless arranged with Telkom.
011 =	A Johannesburg access number where callers (local and international) can access your Auto Receptionist service, being charged normal network charges.
NOTE:	<p>If you currently have an existing 06 SMART ACCESS number such as: 0800, 0860 or 0861 then please select the 011 xxx xxxxx option from the drop down. At the end of the registration process an 011 number shall be generated by the VBC system, please get Telkom to divert your existing Smart Access number to this 011 number.</p> <p>OR</p> <p>should you wish to use an existing Telkom number e.g. 021 123 4567, please select the 011 xxx xxxxx from the drop down as well. At the end of the process an 011 number shall be generated. Then you shall have to contact Telkom and arrange for your existing number to be forwarded to the 011 number. Please note there are charges for the call forwarding of calls where an existing non Smart Access number is used.</p> <p>Should you have any queries, please contact support on 083 913 HELP.</p>

9. A break out number is a telephone number that you wish to receive your incoming calls on. This could be a Telkom home number or your cell phone number. Should you choose a service level where there are multiple numbers, please enter these in the appropriate order, remembering that as a default, we will transfer calls to these in the order as created by your scripting instructions

<p><b>Thank you for selecting the Express option, now complete step 5 of 8 (Complete your Call Forward Information)</b></p> <p>Step 5.1</p> <p>Enter in the Number to Forward to:</p> <p style="text-align: center;"><input type="text"/></p> <p style="text-align: center;"> <input type="button" value="← Back"/> <input type="button" value="- Submit -"/> </p>	
<b>What is a Call Forward Number?</b>	
<p>A call forward number is a telephone number that you wish to receive your incoming calls on. This could be a Telkom home number or your cell phone number. Should you choose a service level where there are multiple numbers, please enter these in the appropriate order, remembering that we will transfer calls to these in the order as created by your scripting instructions.</p>	

10. By clicking on 'Select Message Notification Method' from the drop down menu, if you select 'SMS' when a message is left in your Voice Mail Box, you will receive an SMS informing you to retrieve your message. By selecting only 'email', an email will be sent to your registered email address informing you of a new message. By selecting 'SMS and email', notifications will be sent to both your cell phone and Email address. Note: Based on the level of service you have selected, Voice Mail Messages will be emailed to your email address in a WAV format for you to listen to using your default media player.

<p><b>Thank you for selecting the Express option, now complete step 6 of 8 (Notification Method)</b></p> <p>Step 6.1</p> <p>Select the message notification method:</p> <p style="text-align: right;">None ▾</p> <p style="text-align: center;"> <input type="button" value="← Back"/> <input type="button" value="- Submit -"/> </p>	
<b>More information</b>	
<p>By Clicking on "Select Message Notification Method" from the drop down menu, if you select "SMS" when a message is left in your Voice Mail Box, you will receive an SMS informing you to retrieve your message.</p> <p>By selecting only "Email", an email will be sent to your registered email address informing you of a new message. By selecting "SMS and email", notifications will be sent to both your cell phone and Email Address.</p>	



- Using the drop down menu, select either 'Yes' or 'No'. The Yes status activates the recording process whereby all incoming calls are recorded and stored in your facility for retrieval or permanent storage. Selecting No turns off the recording function and calls are not recorded.

<p>Please fill in the area on the right, this is the message that the person phoning your Auto Receptionist (PBX) shall hear and the end of the call</p>	
Step 7.4	Inhouse - Robert Russell
Select the Voice Artist to record your line:	
Step 7.5	083 XXX XXXX
Select the type of number you wish to have:	
Step 7.6	0827727687
Enter in the Number to Forward to:	
Step 7.7	Email Only
Select the message notification method:	
Step 7.8	Read Terms and Conditions
Terms and Conditions:	<input type="checkbox"/> I agree to the terms and conditions
<input type="button" value="- Save -"/> <input type="button" value="- Cancel -"/>	

**Getting your newly selected service into production**

By selecting the "Terms and Conditions", reading them and electing to accept them will generate an internal works order so that the recording and programming of your new Auto Receptionist service can commence.

- By selecting the 'Terms and Conditions', reading them and electing to accept them will generate an internal works order so that the recording and programming of your new Auto Receptionist service can commence.

Please fill in the area on the right, this is the message that the person phoning your Auto Receptionist(PBX) shall hear and the end of the call

Step 7.4 Inhouse - Robert Russell

Select the Voice Artist to record your line:

Step 7.5 083 xxx xxx

Select the type of number you wish to have:

Step 7.6 0827727687

Enter in the Number to Forward to:

Step 7.7 Email Only

Select the message notification method:

Step 7.8 [Read Terms and Conditions](#)

Terms and Conditions:  I agree to the terms and conditions

13. After selecting to submit your order into production, a reference number will be generated and displayed on the page. This can be written down for future reference. In addition, an email will be sent to you, with all the configuration options you have chosen as shown below.

**Step 8 of 8 (Your account has been submitted for processing)**

Your reference: VBC-PABX-2282