

# Support Success

## Changing Company Greetings and Custom Call Routing Trees

### About Programming:

- ✓ All voicemail programming changes are done under Feature 983
- ✓ Your password / log: is 1020000 (or 120000 if your system uses 2 digit extensions)
- ✓ All programming changes must be done on either an M7310 or an M7324 Norstar telephone. (If your phone has a 2 line display with three little buttons underneath than your okay)

### About Greetings

Before making changes to any recordings ALWAYS play the recording first. Although to the caller it sounds like a single recording, your greeting may actually be divided into as many as 3 different greetings. In general your company greeting will include only the first line – i.e. “Thanks you for calling ABC Company”. The second part of your greeting, where you give options to the caller is typically under Path 0 on your CCR tree.

### About Greeting Numbers:

Typically a company will have 1-4 greetings. Where you have different greetings for different times of day (i.e. Good Morning, Good Afternoon, etc.) greeting 1 is morning, greeting 2 is afternoon, greeting 3 is good evening and greeting 4 is your after hours/closed. Where a single greeting plays at all times the greeting used is greeting 1.

### To change your Company Greeting:

- ✓ Feature 983
- ✓ Enter log 1020000
- ✓ Press AA
- ✓ Press GRTG
- ✓ Press GRTG again
- ✓ Enter your greeting number (see above)
- ✓ Press **PLAY** to listen to your existing greeting
- ✓ Pick up the handset and press REC
- ✓ After the tone, record your message. Remember to speak clearly and at a normal speaking pace.
- ✓ Press **PLAY** to listen to your new recording, or you can press **RETRY** to erase and rerecord.
- ✓ When satisfied press **OK** to accept and save your greeting.

### Making Changes to your CCR tree:

#### Step One – Disable the tree

*Please note: If you do not disable the tree you will not be able to save your changes. Also note that while your tree is disabled callers will not hear your menu or be able to access any of the*

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options. If you are making a lot of changes to the tree you will want to do it when there is sufficient staff to handle incoming calls or a low call volume.

- ✓ Feature 983
- ✓ Enter log: 1020000
- ✓ Press AA
- ✓ Press TABLE
- ✓ Enter Table number (this should be 1, unless you have different divisions or companies on 1 system)
- ✓ Press OK or NEXT until you see **CCR TREE: 1**
- ✓ Press CHNG
- ✓ Press DISABLE
- ✓ Press \* \* to go back to the main menu

## Step Two – Change Path 0 Home/Menu

If you've followed the instructions in step one you should now be back at the main administration menu, and have MBOX AA OTHR as your choices.

- ✓ Press OTHR
- ✓ Press CCR
- ✓ Press ADMIN
- ✓ Enter tree number (usually 1, but would show in the Table before you disable the tree)
- ✓ Press CHNG
- ✓ Display will show PATH:
- ✓ Enter 0
- ✓ Press CHNG
- ✓ Press REC
- ✓ Press PLAY to listen to greeting before making changes.
- ✓ Press REC to record your new menu

## Step Three – Changing Associated Paths

For every option you give the caller in your home menu there is an associated path. For example, if you give the callers the option to press 1 for something, then you need to create a PATH 1 to tell the system what to do when the caller selects that option. Paths can transfer callers to an extension, to an information mailbox, to an external number, or to another menu with additional choices. Make sure that if you have changed the options given on the home menu in the previous step you have changed the appropriate path as well.

## Step Four – Saving the Tree

Once you have made all the necessary changes to your home menu and paths you will need to save your tree. Please note that if you hang up the phone or release out of programming without doing this step you will lose your changes and have to do them again, including any recordings you may have done.

- ✓ Press END
- ✓ Press SAVE
- ✓ Display will say SAVE AS TREE ONE
- ✓ Press YES

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- ✓ Press \* to return to the main menu (MBOX AA OTHR)

## Step Five – Re Enabling the CCR Tree

*Please note: If you forget this step callers will not hear your menu or be able to access any of the options on the tree. This is also true while you are making changes.*

- ✓ Press AA
- ✓ Press TABLE
- ✓ Enter Table number (*this should be 1, unless you have different divisions or companies on 1 system*)
- ✓ Press OK or NEXT until you see **CCR TREE: disable**
- ✓ Press CHNG
- ✓ Enter tree # (1)
- ✓ Display will briefly show TREE ENABLED

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