

USER GUIDE

**Cloud
Communications**



MASERGY

Visual Automated Attendant
User Guide

Masergy Visual Automated Attendant

Visual Auto Attendant (VAA) enables real time customer interactions directly through the browser initiated from any page on your website. The transition from a webpage visit to a real-time communications experience is seamless, as the visitor is connected to the appropriate resource based on their selection of VAA menu options on your website prior to starting a voice call. The visitor saves time by not having to use a telephone and dialing phone numbers. Moreover, the visitor no longer needs to listen to lengthy automated attendant greetings and making touch tone selections to get connected to the appropriate resource.

Easily Deployed In Minutes

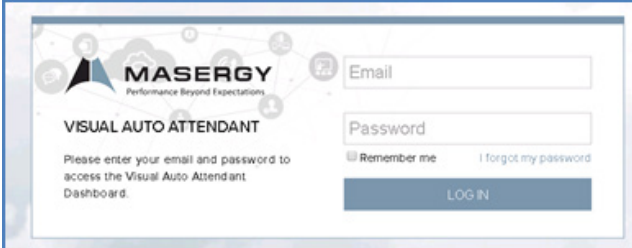
Masergy's VAA makes it possible for administrators to easily create any set of call directory options, associate them with a custom button, and generate JavaScript Embed Code to place the button on any page on their website.

Login site: <https://www.vaa.masergy.com>

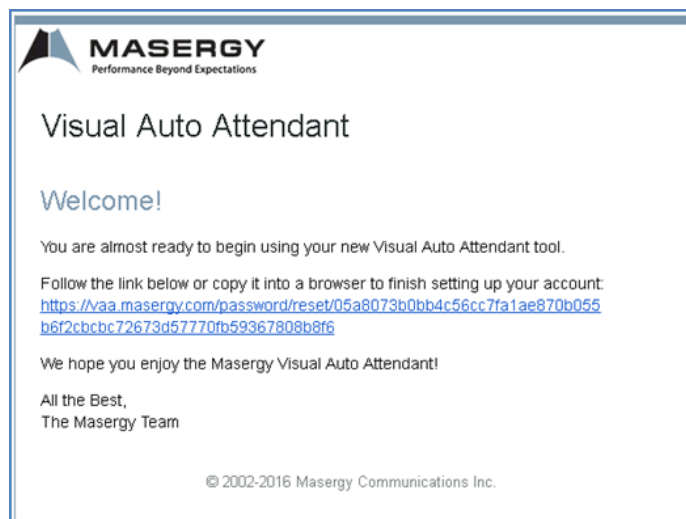
Recommended browser: Google Chrome

Login: your email address

Password: alpha – numeric



You will receive an email from the system with the subject line: “Welcome to Visual Automated Attendant.”



Please follow the instructions on this email to complete your registration. You will be prompted to answer three security questions and then to create your own alpha – numeric password.



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VAA Administration landing page you will see the following:

- The **Dashboard** which will show you the statistics on Popular VAA Pages and Popular Endpoints.
- The **Directories** section will allow you to create directories for display for your VAA.
- The **Schedules** section allows you to create time and day schedules for when your VAA is available or not.
- The **Buttons** section is where you can create and modify your VAA button.

Dashboard

From the Masergy Blog

- Preventing Lateral Hacker Movement with Crypto-Segmentation**
August 23, 2016
Satyam Tyagi
- 4 Critical Steps to an Integrated Security Program**
August 17, 2016
David Vanable
- 5 Not-So-Obvious Cyberattack Costs That CEOs Need to Consider**
August 10, 2016
David Vanable

Popular VAA Pages

Path	Views	Percent Views
/support	1264	71%
/contact-us	308	17%
/solutions/cloud-communications/webRTC/visual-automated-attendant	81	5%
/support	64	4%
/support/cloud-communications	13	1%
/support/managed-security	4	0%
/support/cloud-unified-communications/instant-messaging	4	0%
/solutions/cloud-communications/webRTC/visual-automated-attendant	4	0%
/solutions/cloud-unified-communications/webRTC/visual-automated-attendant	4	0%
/support/cloud-communications/telephony	3	0%

Popular Endpoints

DD	Calls
(214) 442-5679	759
(310) 906-4489	426
(972) 980-1932	106
(310) 360-2040	92
(409) 291-8298	50
(214) 442-5700	46
(310) 906-4484	29
(310) 906-4469	29
(214) 442-5679	26
(207) 173-6900	20

Directories

Directories

- Visual Automated Attendant Demo
- Vinay - Test
- UCAAS Support
- Speak to a Support Analyst
- Speak to a Representative
- VAA Page Demo Button
- Dean Test

Editing Directory: Visual Automated Attendant Demo

Directory Name: Visual Automated Attendant Demo

Directory Description: Please make a selection below to speak to us directly from your browser! Use Chrome for best experience.

Menu Options:

- Sales
 - North America
 - EMEA
- Support
 - Cloud Communications
 - Managed Security
 - Hybrid Networking
- Corporate
 - Try Visual Automated Attendant
 - Dial by Name Directory

Edit Item "Dial by Name Directory"

Name: Dial by Name Directory

Description:

Enable Dial by Name Directory:

Search Groups:

- (433654-1) Masergy Communications Ins
- (433654-2) Masergy UK
- (433654-7) Masergy - Los Angeles
- (433654-9) Masergy Security QDG - Addison TX



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To create a Directory or Visual Automated Attendant

1. Begin by clicking **“+ New Directory”**
 - a. On the side panel add a descriptive name for your new directory/VAA.
 - b. Now click on **“Create Directory.”**
2. Now add your new **“+New Menu Item”** and add a descriptive name.
3. Continue adding new menu items to finish creating your VAA with sub-menus.
 - a. To make a sub-menu – simply use mouse pointer and drag item to the right.
4. To create a Dial By Name Directory (illustrated above)
 - a. Check off box to Enable Dial by Name Directory
 - b. Under Search Groups, enter each group location. (Example: 433654-1)
5. When finished click the Save.

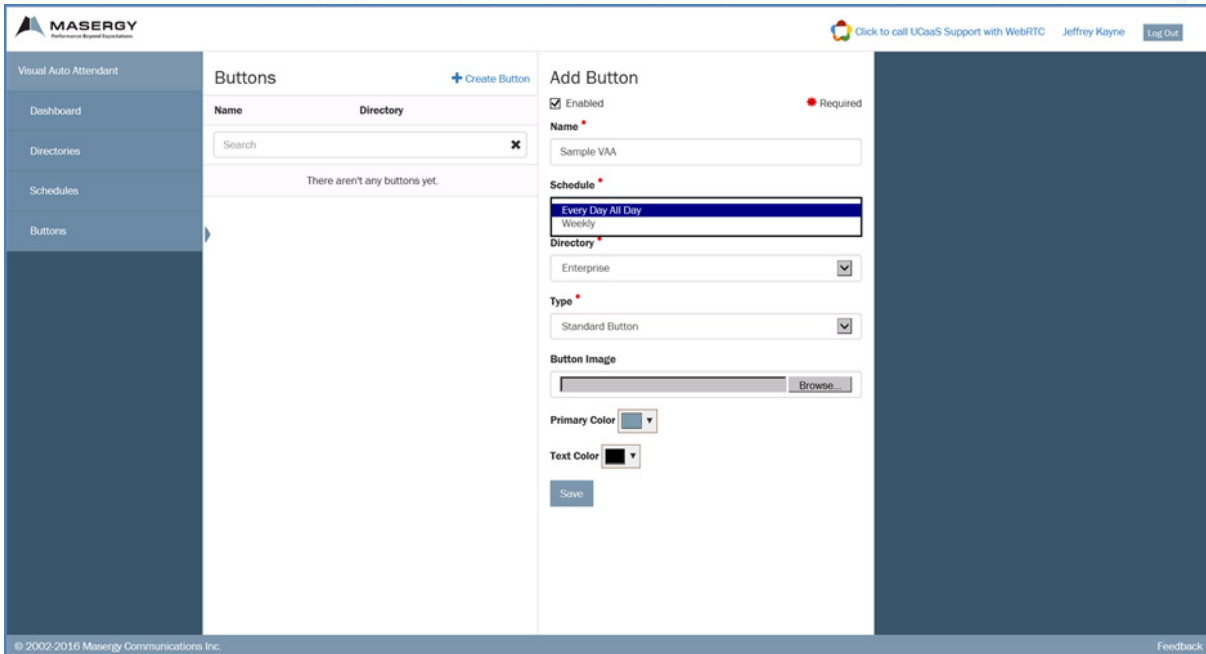
Schedules

The screenshot displays the 'Add Schedule' configuration interface. The 'Schedule Name' field contains 'Weekly'. The 'Timezone' dropdown is set to '(-08:00) Pacific Time (US & Canada)'. A table lists the days of the week with their respective settings: Sunday (Never), Monday (All Day), Tuesday (All Day), Wednesday (All Day), Thursday (All Day), Friday (All Day), and Saturday (All Day). The Saturday row is highlighted. The 'Time Period' is set to 8:00am to 1:00pm. The 'Save' button is at the bottom left, and the 'Update' button is on the right side of the Saturday configuration panel.

To set up a schedule is quite easy to do as illustrated above. Be sure to set your appropriate time zone and any special hours during the week you wish the VAA to be available or not.



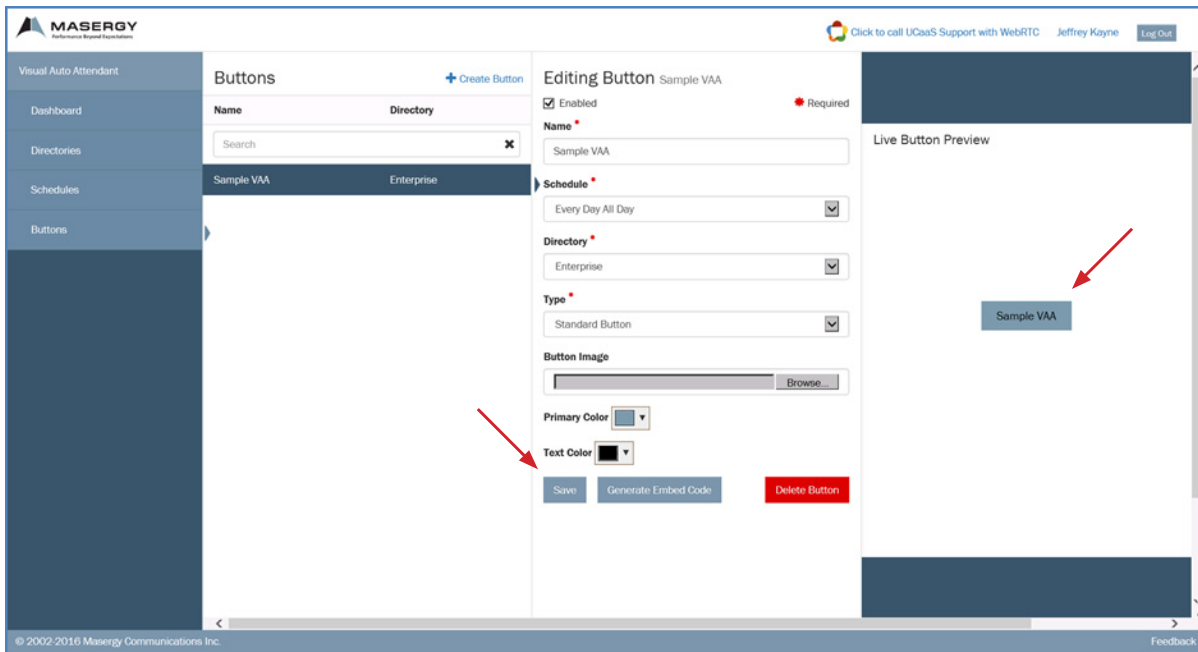
Buttons



Button allows you some flexibility in assignment of schedules, Type of buttons, and colors including Primary and Text.



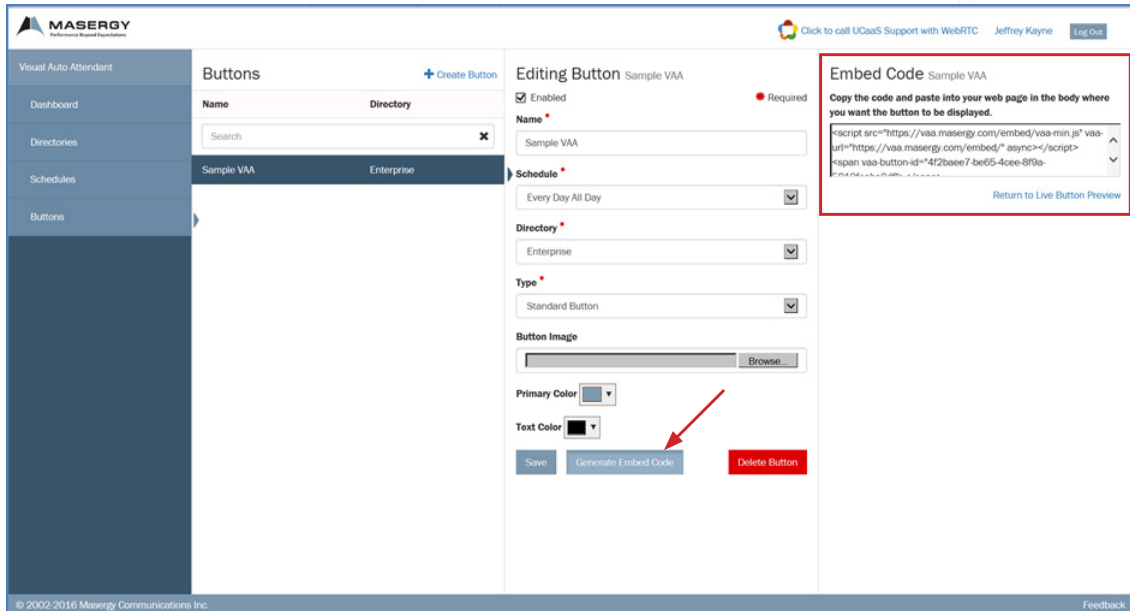
After you Save the button



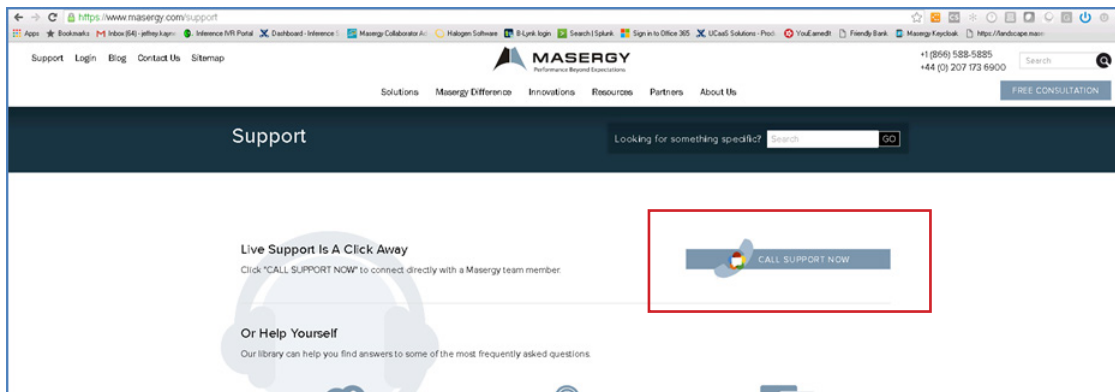
Now you will see a sample of what your button looks like which allows you make real-time changes. Then when you are satisfied with your Button and click on the Generate Embed Code. This is the actual code you will copy and paste into your web page.



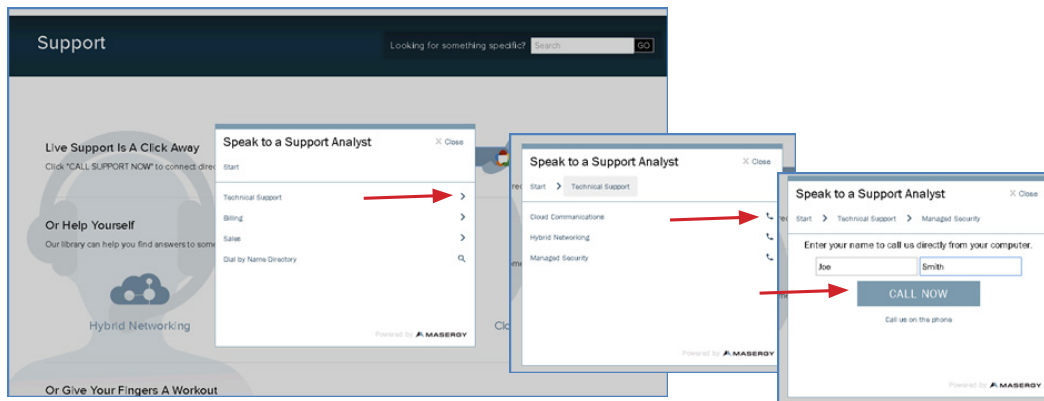
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Here is an example of how Masergy is using the Visual Automated Attendant on our support site.



And after the visitor on your web site selects the Call Support Now button.



They then choose which support and in this example it is Technical Support, then Cloud Communication which allows the user visiting your web site to enter in their name and launch a WebRTC call right into Masergy's support center.

This same example can be applied to your Dial by Name directory too.

