

Sample file for creating an auto-attendant type menu.

This answers the line, plays a message greeting the caller and telling them to dial their party's 4 digit extension or press 411 for a company directory to dial by the persons last name.

Note: The company directory is based on the user having a voicemail and must be configured in voicemail.conf.

If they are calling from a rotary phone, they will time out and go to an operator extension.

The various prompts played during Background could be replaced by one custom recorded prompt. These were available so I used them in this example. See the document on creating a prompt recording for how to record your own prompt.

[auto-attend]

exten => s,1,Answer()

exten => s,2,Wait()

exten => s,3,Background(enter-ext-of-person)

exten => s,4,Background(company-dir-411)

exten => s,5,Background(press-pound)

exten => s,6,Background(to-hear-menu-again)

exten => s,7,Background(if-rotary-phone)

exten => s,8,WaitExten(5)

exten => 411,1,Directory(default,default,1) ; Dial by last name – lower case L

exten => #,1,Goto(auto-attend,s,3)

; The following are a list of extensions they can dial if they know them

exten => 6106,1,Goto(default,6106,1) ; ATA to Norstar

exten => 6200,1,Goto(default,6200,1) ; Desk phone

exten => 8500,1,Goto(default,8500,1) ; Voicemail

exten => 8557,1,Goto(default,8557,1) ; Zoiper

exten => 8559,1,Goto(default,8559,1) ; Weather Forecast

; This is the operator if they press zero.

exten => 0,1,Goto(default,6200,1) ; Operator - go to ext 6200

; This is error checking for invalid numbers dialed.

exten => i,1,Wait(2)

exten => i,2,Playback(pbx-invalid)

exten => i,3,Goto(auto-attend,s,3) ; Loops them back to menu

; If they are using a rotary phone or dial nothing, this times out and they go to the operator 6200.

exten => t,1,Goto(default,6200,1)

; Timed out - go to ext 6200