

Custom DTMF Timeouts for Auto Attendants

Scope:

The following document will show you how you can configure DTMF settings on each level of the Auto Attendant designer. The three settings are timeout before first digit, timeout after last digit, and max digits to accept.

Requirements:

- Access to the Manager Portal

DTMF Options:

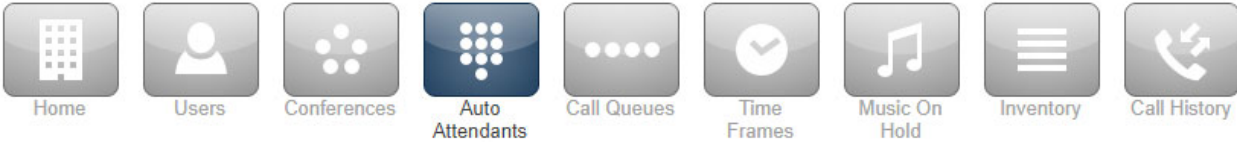
Timeout before the first digit : This allows users to set the amount of time needed to pass before a caller is directed to the **If no key is pressed** routing. This is useful for Auto Attendants that are being used to play messages before forwarding as you can limit the timeout to 1 second instead of giving the caller a chance to dial an extension.

Timeout after the last digit : This option allows users to set the amount of time a caller has after pressing a digit. This is useful for Auto Attendants that do not have **Dial by Extension** enabled since the user can route calls for the dial pad menu immediately, or give callers a little more time to press the menu options or dial extensions if desired.

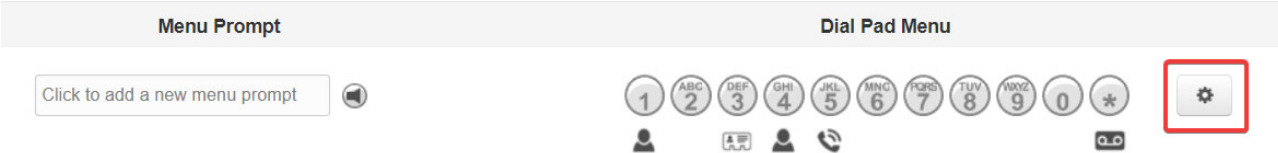
Max digits to accept : This option limits the number of digits a caller can dial within an Auto Attendant when selecting an option. This is useful for limiting calls to user extensions or dial pad menu options since a user can limit the caller's options to one key for option settings

Set Custom DTMF Settings

- 1. Log in to the Manager Portal
- 2. Navigate to the **Auto Attendants** tab



- 3. Select the Auto Attendant you wish to manage
- 4. Next click on the **Options** button for the menu prompt.



- 5. Select **Set Custom** on the options you wish to customize.

Options ×

Enable Dial by Extension

If no key is pressed Repeat the greeting prompt ▼

If unassigned key is pressed Repeat the greeting prompt ▼

Timeout before first key press Set Custom

Timeout after last key press Set Custom

Maximum key presses to collect Set Custom

Done

6. Use the sliders to adjust the settings as desired, then click **Done**.

NOTE : The sliders for both timeout settings are in seconds.

Options



Enable Dial by Extension

If no key is pressed

Repeat the greeting prompt ▼

If unassigned key is
pressed

Repeat the greeting prompt ▼

Timeout before first key
press



Timeout after last key press



Maximum key presses to
collect



Done

7. Click **Save** .