



Receptionist

One of the most powerful capabilities of a small business phone system is the **Receptionist** (also known as a phone menu or automated attendant). The ability to have customers and associates effectively reach the right people or listen to information can have a big impact on productivity. A typical configuration has different greetings and logic for open and closed business hours. A common configuration is for humans to answer the phone during business hours, and an automated receptionist when closed.

Open/Closed Receptionist

Any time you navigate to **“Configuration”** ⇒ **“Receptionist”** in the ring-u customer portal, you will see the **“Open Receptionist”** and the **“Closed Receptionist”**. These two receptionists cannot be deleted or renamed because they are tied directly to your system's defined **“Schedule”**. If you look under **“Configuration”** ⇒ **“Schedule”**, any hours you see defined are your **“Open Hours”** when your **“Open Receptionist”** will be used. During any hours outside of what is defined in the schedule, your system will use the **“Closed Receptionist”**. If you only want one receptionist, delete the open schedule items and use the Closed Receptionist for everything. The example to the right demonstrates a long 2 hours closed period for Friday lunch.

Configure a Receptionist

*This example walks you through editing the **Open Receptionist**. This is the default recording/phone menu that people who call you will hear during business hours (Business hours are defined in the system's schedule which is accessible from the Receptionist page.). Even though this is explicitly for the **Open Receptionist**, setting up other receptionists is largely the same procedure. To configure a receptionist:*

1. Log into the [Customer Portal](#).
2. Click **Receptionist** from the **Configuration** menu on the left.
3. Here you will see the Open and Closed Receptionists. Click **Edit** to the left of **Open Receptionist**
4. Next, you will type in the greeting people will hear into the **Script** text box. Remember, this should be informative, but for the sake of your customers' patience, it should also be brief.
5. Next, choose the **Audio Source** of your greeting. **Robot** will convert the text in the **Script** box to computer-generated speech. Several voices supporting customer-requested languages are available. Ring-u uses the Amazon Polly speech engine, we think it's the best available. You can also:
 - **Record using a phone:** elect an extension to record your message from, and press record. The extension will ring, and after picking it up, you can read aloud the message you've typed in the **Script** section or your own document. When you're finished, hang up. This recording is

made directly on the Hello Hub. It is not available from the web interface.

- **Use an uploaded recording:** Upload an audio file (MP3 or WAV) using the **Recordings** menu item, then select it. Uploaded recordings are saved and available for re-use at any time. Useful if you change them often.
- **Upload a recording:** You can also upload directly into the receptionists. This method overwrites previously uploaded recordings for this receptionist.

6. **Caller Options** need to reflect the options you've presented in the **Script**. On the right are all 10 buttons of a telephone ordered 0-9. For each button, select the drop-down and choose either an extension, group, or receptionist to send the caller to. Do this for every option you've presented the caller with through your **Script**. The **X** option is what happens if they do not make a choice after the reception audio plays 2 times. We suggest leaving it set to inactive so it hangs up on robo-callers.

7. Finally, click **Save Changes**. Your system will update in a couple of minutes with your changes.

Override Options

Normally, what the receptionist does is controlled by the schedule, but for holidays and special events you can create a new receptionist which deviates from the normal schedule by enabling a schedule override. These can do anything that a normal receptionist can do.

In some cases, you may want to activate a receptionist manually, for example when you go to lunch, or close early. Checking this box allows this logic to be toggled on and off, ad-hoc, by dialing 001 from a phone on the system.

Human Receptionist

So, let's say that you're a business with real people employed for the purpose of answering the phone during business hours. Simply define the **"Schedule"** for the hours your employee will be answering the phones. Then, navigate to **"Configuration"** ⇒ **"Receptionist"** ⇒ **"Open Receptionist"**, and change the **Receptionist Type** to **"Human Receptionist"**. Select where to direct inbound calls to: a single phone, a group of phones or any other system choice including external phones (mobile phones for example).

Finally, click **"Save Changes"**.

Now, all calls that are directed to the **"Open Receptionist"** for your defined "Open Hours" will immediately be sent to that phone or other feature. For businesses with more call traffic, you can point the **"Human Receptionist"** to a group of phones instead of just one phone. With this configuration, people who call after hours will still get your **"Closed Receptionist"**, however, you can also set it to **"Human Receptionist"**, and send callers directly to a phone, group, or even straight to a [voicemail box](#).

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Last update: **2025/11/02 18:50**

