

Automated Attendant Request Information Technology Services

(Sending this form as an e-mail attachment is the preferred method.)

191 Durham Center
294-8565; Fax 294-5050 (support@iastate.edu)

Automated Attendant serves as an automated receptionist that answers the telephone and provides a personalized message to callers.

Coordinator's Name _____ Extension # _____ Coordinator's Department _____

Main Extension Called _____ Install Fund Account # _____

Monthly Fund Account# _____ Is this a new monthly fund account? _____

Greeting:

Business Hours Menu

Start time: _____ End time: _____

Prompt	Extension Called	Name/Comment
1	_____	_____
2	_____	_____
3	_____	_____
4	_____	_____
5	_____	_____
6	_____	_____
7	_____	_____
8	_____	_____
9	_____	_____
0	_____	_____

After Hours Menu

Start time: _____ End time: _____

Prompt	Extension Called	Name/Comment
1	_____	_____
2	_____	_____
3	_____	_____
4	_____	_____
5	_____	_____
6	_____	_____
7	_____	_____
8	_____	_____
9	_____	_____
0	_____	_____

Time Out Extension: _____

The time out extension is the extension that a caller is automatically transferred to if the use does not dial a digit or has a rotary telephone.

For ITS Use only Order _____ Spec I _____ Print _____ Email _____ Spec II _____ Closed _____