

alltel

LIVE ANSWERING SERVICE GUIDE

Everything you need to know
about your live answering service



Getting started

Congratulations on getting your new live answering service – you are just a few steps away from setting it up so that you can ensure your business never misses a call again. This guide will take you through steps on how to set up your live answering service, as well as provide some useful information on how to get the most out of it.

3 service tiers

- Basic** Operator will answer your calls and take a short message for you and forward to you.
- Team** The operator will forward the message to multiple people in your team.
- Concierge** The operator will transfer the call to you if you are available.

Forwarding calls to your live answering service

The first thing you need to do is forward calls from any number you need to your live answering service. If you'd prefer we can handle this process for you; all you would need is an Alltel 1300, 1800 or 13 number. Alltel can set up your Alltel inbound number so that it is automatically re-directed to your live answering service when you like.

Call our Customer Support Team on 1300 255 835 to setup a new Alltel inbound number or redirect an existing Alltel inbound number to your live answering service. To redirect an existing inbound number with us, you can also email [chang-](#)

How to forward calls to your live answering service from your business phone

Call Forwarding Busy	Call Forwarding Always	Call Forwarding No Answer	Call Forwarding Not Available
calls are forwarded to your live answering service when the line is busy.	calls are always forwarded to your live answering service.	calls are forwarded to your live answering service when there is no answer.	calls are forwarded to your live answering service when you are unreachable.

Once you have determined when you'd like calls forwarded to your live answering service, you can then set up the call forwarding options. The process is the same for each option, but let's use call forwarding (no answer) on one of our Hosted PBX services as an example:

- 1 Login to the Alltel SmartConnect Hosted PBX web portal
- 2 Click on "Incoming Calls"
- 3 Click on "Call Forwarding no answer"
- 4 Enter your Alltel Live Answering Number
- 5 Click on "Apply" to activate call forwarding

There are many ways to handle your diversions depending on your carrier, your phone system, the setting you require and the services you have with Alltel. We will explain this further over the next few pages.

Telstra Business Line

Telstra offer 3 call forwarding options that allow you to automatically forward incoming calls to your Alltel live answering service using your telephone handset.

Call Forwards Immediate

To forwards all incoming calls immediately



To turn Call Forward Immediate off for all incoming calls



To turn Call Forward Immediate off for all incoming calls



Call Forwards Busy

To forwards all incoming calls on busy



To turn Call Forward Bust Off



To check if Call Forward Busy is on or off



Call Forwards Immediate

To forwards all incoming calls immediately



To set the destination and time in seconds' before the call is forwarded



To turn Call Forwards No Answer off



To check if Call Forward No Answer is on or off



If you have a Telstra Touchfone 400 phone with feature buttons:

To forward all incoming calls immediately



To turn Call Forward immediate off for all incoming calls



Optus

Optus offer 3 call forwarding options that allow you to automatically forward incoming calls to your Alltel live answering service using your telephone handset.

	To activate call forward	To de-activate call forward
Forward all calls	'^' + '9' + '1' + 'number for diversion' + '#'	'#' + '9' + '1' + '#'
Forward on busy	'^' + '9' + '2' + 'number for diversion' + '#'	'#' + '9' + '2' + '#'
Forward on no answer	'^' + '9' + '3' + 'number for diversion' + '#'	'#' + '9' + '3' + '#'

Notes: This feature must first be enabled within network by Optus, and you can activate or deactivate specific diversions using the keystroke sequences shown in the table above. Speak with Optus direct to ensure you have this feature enabled. Call forwarding is not available on Optus DirectLine services that are configured as part of a hunt group, or on services with Voicemail activated, or on handsets that are connecte via PABC or key system.



How to forward calls to your live answering service from your mobile phone

The steps to set up call forwarding to your live answering service from a mobile phone differs based on which mobile device you have. The table below breaks down the steps to set up call forwarding based on different devices.

iPhone

To set up call forwarding to an Alltel Live Answering service on your iPhone, follow these steps:

To forward all calls

- 1 Tap Settings
- 2 Tap Phone
- 3 Tap Call Forwarding
- 4 Turn on Call Forwarding slider
- 5 Tap Forward to
- 6 Enter your direct Indial (DID) provided by Alltel

Android

To set up call forwarding to an Alltel Live Answering service on your Android phone, follow these steps:

Forwarding when unanswered or unreachable

- 1 Tap Phone icon
- 2 Tap the 3 dots in the right hand corner
- 3 Select Settings > More Settings > Call Forwarding
- 4 Tap Call Forwarding:
 - When unanswered
 - When busy
 - When unavailable
- 5 Enter your direct Indial (DID) provided by Alltel.

If you want the calls to only divert when busy or no answer, you can manage this through your carrier app using specific codes. You can find more carrier specific information here:

Telstra: <https://www.telstra.com.au/support/category/mobiles-tablets/user-guides-help/how-to-set-up-your-mobile-for-call-forwarding>

Optus: <https://www.optus.com.au/shop/support/answer/manage-call-diversions-mobile-phone?requestType=NormalRequest&id=1764&typeId=5>

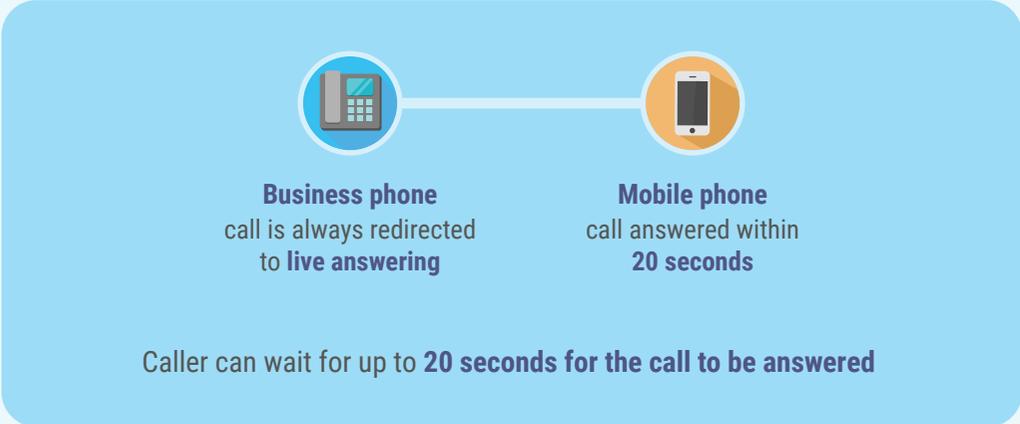
Vodafone: <https://www.vodafone.com.au/support/device/call-diversions>

Please note that when setting up diversions to Live Answering after a specific number of rings you must take into account when your messagebank kicks in on your device (mobile or landline)". You need to make sure that the device is diverted to the Live Answering prior to a voicemail or messagebank service.

Different routing options and caller wait times

How and when you would like your callers to be forwarded to your live answering is entirely up to you. However, it is important to understand that the way you choose to route your calls before forwarding them to your Alltel live answering service will have an impact on how long you callers wait for the call to be answered.

We guarantee that **90% of calls that ring through to your Alltel live answering service will be answered within 20 seconds.**



When a caller ID is captured

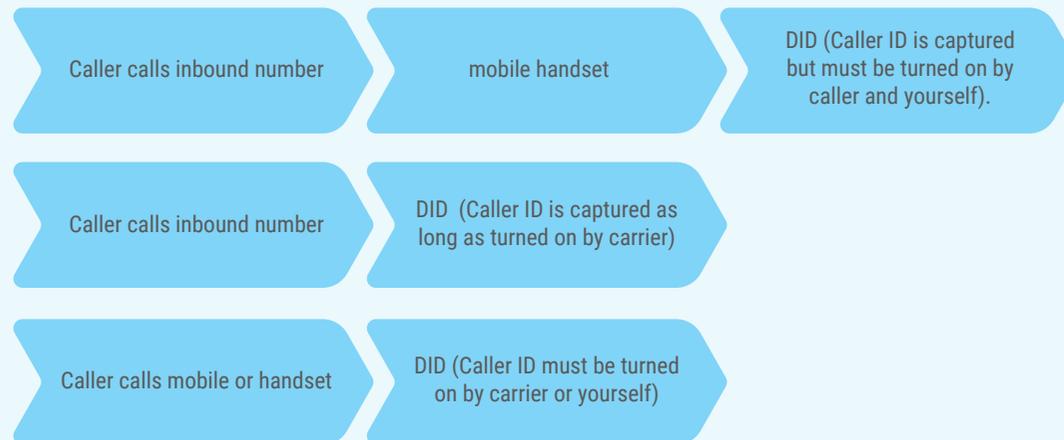
A caller ID is captured by our system and provides you with a backup number should your caller choose not to leave any details. A caller ID is always captured unless the number is private or anonymous.

It will appear:

- As the last number listed on the SMS message
- After the number in email

How Caller IDs work

It is important to know when your Alltel live answering service is able to capture a Caller ID from your callers. The diagram below shows when a caller ID is captured and when it is not.



If your caller ID hasn't been turned on as outlined above, the caller ID will appear in messages as your own number. To talk to us about other options, call us on 1300 255 835.

Allow us to handle all your diversions for you by applying for a 1300, 1800 or 13 number with Alltel. Along with the many benefits of an inbound number, we can also ensure that the caller ID is always captured.

Message and Charge Breakdown

Although we can guarantee that we will answer all your calls, we can't guarantee that your callers will choose to leave a message for you or that a Caller ID will be captured as explained previously. In some case you may get messages with no Caller ID and/or no message. The table below breaks down when you will receive a message from your live answering service and which calls you will be charged for.

	Message Received	Charged
Caller hangs up before an Alltel operator answers the calls	✗	✗
Caller hangs up after Alltel operator answers the call or declines to leave a message	✓	✓
Caller speaks to the operator and leaves their details	✓	✓

For further information or if you have any questions regarding your Alltel live answering service, please call our Support team on 1300 255 835.