

RingCentral QuickStart Guide for Auto-Receptionist

1 Login

Login to <https://service.ringcentral.com> with your company phone number and password and click **Phone System**. Click the **Auto-Receptionist** panel.

- Click **Company Hours**
Specify hours of daily operation for your business.
- Click **Company Call Handling**
Define how to handle incoming calls during business and non-business hours.
- Click **Company Greeting and Menu**
Select the default greeting or record a custom greeting.
- Click **Dial-by-Name Directory**
Set up extension or search user extension by names.
- Click **Operator Extension**
Assign the extension so all calls are routed to the operator.
- Click **Call Recording**
Enable or disable on-demand call recording or automatic recording, if available.
- Click **Regional Settings**
Specify your time zone, country code, and greetings language.

Auto-Receptionist

IVR Mode: single level ⓘ > multi-level ⓘ

Company Hours 24 hours >

Company Call Handling >

Company Greeting and Menu >

Dial-by-Name Directory On >

Operator Extension Ext. 101 >

Call Recording >

Regional Settings >

The RingCentral Auto-Receptionist* presents the all-important first impression of your company all callers will hear. You'll want to make it a good one, and RingCentral provides you with all of the facilities needed, including professionally recorded voice prompts.

Company Hours

Company Hours:

24 hours ⓘ

Specify hours ⓘ

Cancel
Save >

Customize your company's hours of operation by day of the week.

Set your Business Hours to **24 hours** to have incoming calls handled the same way all the time.

Set your business hours to **Specify Hours** and specify your business hours for each day of the week. This lets you set separate call-handling rules and greetings for regular business hours and after hours.

Company Greeting

Default

"Thank you for calling aaa. If you know your party's extension you may dial it at any time. For the Operator press 0. For the Dial-By-Name directory press 9."

Custom

Cancel
Save >

Company Greeting

Default

"Thank you for calling aaa. If you know your party's extension you may dial it at any time. For the Operator press 0. For the Dial-By-Name directory press 9."

Custom

Record Over the Phone Record Using Computer Microphone Import

RingCentral will call you to record your custom greeting over the phone.

Call me at: Other: (650) 555-1212 ▾

Enter a new number

The RingCentral Auto-Receptionist greets callers with a recorded message when they call your company.

Your Auto-Receptionist is initially set to play a default greeting with your company name using text-to-speech technology (you can review the script of this default greeting from the Call Handling screen).

Alternatively, you can create a **Custom** company greeting using your phone or by uploading a prerecorded greeting file from your computer.

2 Test and publish

Call your company number from an outside line. Test each Auto-Receptionist function that you just set up to make sure they work as intended. When you are satisfied, inform your company's RingCentral phone users.

*To learn how to set up multi-level Auto-Receptionist for your phone system, check out the RingCentral Office Admin Guide. The feature is available for Office Premium and Enterprise editions only.