

RingCentral QuickStart Guide for Auto-Receptionist

1 Login

Log in to RingCentral.com with your company phone number and password and click **Settings > Phone System**. Click the **Auto-Receptionist** panel.

- Click **Company Hours**
Specify hours of daily operation for your business.
- Click **Greeting**
Select the Default greeting or record a Custom greeting.
- Click **Dial-by-Name**
Create phonetic spellings of user names and extensions.
- Click **Operator**
Assign the Extension to receive all calls to the Operator.
- Click **Call Recording**
Enable or Disable user recording of calls (*9).
- Click **Regional Settings**
Specify your Time Zone and Country Code.

Auto-Receptionist

Company Hours
24 hours >

Greeting & Company Calls >

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 i

Specify hours i

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

Custom

Default

"Thank you for calling RingCentral. 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."

▶
◀

Company Greeting

Custom

Default

"Thank you for calling RingCentral. 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."

Record Over the Phone
Record Using Computer Microphone
Import

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

Call me at: Work: (650) 766-2009 v

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 it works as intended. When you are satisfied, inform your company's RingCentral phone users.