

## **District Auto Attendant, IVR How to**

There are 4 IVR's setup in the District office, to change the IVR greeting dial the IVR feature code followed by the passcode. (contact tech for passcode)

Press 1 to listen

Press \* record new message followed by the pound key

(please inform Tech when changing the words of the suggested scripts so we can keep a record of the scripts)

The IVR are as follows

Feature code, description

\*292 General District Office Day

\*293 General District Office Night

\*294 Administration

\*295 School Listings

\*296 Student Housing

Below are listed the suggested scripts.

Note system Numbers can only be changed by tech, please contact tech if numbers need to be changed. Phone system settings are listed for reference only.

### **General District Office Day script, SDO Welcome:**

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Thank you for calling School District 92 Nisga`a, you may dial your party's extension at any time, press the pound key to dial by name, press

0 for the Operator,

1 for District Office,

2 for School listing

3 for Student Housing

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[Phone system settings]

IVR SDO Welcome message \*292

0 Ring Groups Dial 0

# Phone Directory

1 IVR Admin

2 IVR Schools  
3 IVR Student Housing  
1190 SDO Conference

## **General District Office Night script, SDO Admin Night**

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Thank you for calling School District 92 Nisga`a, the district office is currently closed, you may dial your party's extension at any time, press the pound key to dial by name, press

0 for the operator  
1 for District Office,  
2 for School Listing  
3 for Student Housing

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[Phone system settings]  
IVR SDO Night Welcome message \*293  
0 Ring Groups Dial 0  
# Phone Directory  
1 IVR Admin  
2 IVR Schools  
3 IVR Student Housing  
1190 SDO Conference

## **Administration script, SDO Admin Day**

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Thank you for calling School District 92 Nisga`a, you may dial your party's extension at any time, press the pound key to dial by name, press

0 for the Operator  
1 for the general information or billing,  
2 for human resources,  
3 for Director of instruction  
4 for Superintendent  
5 for Secretary-Treasurer  
6 for Maintenance

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[Phone system settings]  
IVR Admin message \*294

# Phone Directory  
0 Ring Group 0  
1 1101 Accounting  
2 1105 Payroll  
3 1112 Director of Instruction  
4 1103 Executive Assistant  
5 1104 Secretary Treasurer  
6 1301 Director Of Operations  
9 IVR SDO Welcome

### **School Listing script, School Welcome:**

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Thank you for calling School District 92 Nisga`a School Listing, you may dial your party's extension at any time, press the pound key to dial by name, press

0 for the Operator,  
1 for Nisga`a Elementary Secondary School,  
2 for Gitwinksihlkw Elementary School,  
3 for Alvin A. McKay Middle School,  
4 for Nathan Barton Elementary School,  
9 for District Office,

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[Phone system settings]  
IVR Schools message \*295  
# Phone Directory  
0 Ring Group 0  
1 1281 Ness  
2 1282 GES  
3 1283 AAMMS School  
4 1284 NBES School  
9 IVR SDO Welcome

### **Student Housing Welcome Script:**

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Thank you for calling School District 92 Nisga`a Student Housing, you may dial your party's extension at any time, press the pound key to dial by name, press

0 for the Operator,  
1 for KillerWhale House,  
2 for Eagle House,  
9 for District Office,

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[Phone system settings]  
IVR Student Housing message \*296  
# Phone Directory  
0 Ring Group 0  
1 Ext 1115  
2 Ext 1116  
9 IVR SDO Welcome

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## School Auto Attendant, IVR How to

There are 2 IVR's setup in the school one for Day and one for night, to change the IVR greeting dial the IVR feature code followed by the passcode. (contact tech for code)

Press 1 to listen

Press \* record new message followed by the pound key

(please inform Tech when updating so we can update the suggested scripts)

The IVR are as follows

Feature code, description

\*292 School Day

\*293 School Night

Below are listed the suggested scripts.

Note system Numbers can only be changed by tech, please contact tech if numbers need to be changed. Phone system settings are listed for reference only.

School Day Script:

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Thank you for calling [SCHOOL NAME], you may dial your party's extension at any time, press the pound key to dial by name, press 1 for the secretary, press 2 for the principal

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[Phone system settings]  
IVR School Welcome message \*292  
0 Ring Groups Dial 0  
# Phone Directory  
1 1x01 Secretary

2 1x02 Principal

## School Night script

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Thank you for calling [SCHOOL NAME], you may dial your party's extension at any time, press the pound key to dial by name, the school is currently closed.  
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[Phone system settings]

IVR School Night message \*293

0 Voicemail unavailable Secretary

# Phone Directory