Automated Attendant Timeout

https://campus.barracuda.com/doc/39823649/

In some cases you may want to route a caller to an Automated Attendant, but you need a failover action if the caller does not or cannot enter any digits (e.g., rotary telephones). You can accomplish this with a call router in conjunction with an automated attendant.

The following example uses an automated attendant at extension **2061** and a call router at extension **2060**. If the caller fails to press any digit after the automated attendant plays twice, the call is transferred to extension **2000**. To begin this call flow, route and/or place a call to extension **2060**.

Set Timeout

Use the following steps to set the automated attendant timeout.

Step 1. Create an Automated Attendant

1. Navigate to **Extensions > Automated Attendants**, and click **Create New Automated Attendant**.
2. Name the Automated Attendant, assign your greeting, and enter 2061 as the extension number.
3. Click **Create**.
4. In the **Prompt Repeat** section, change the **Repeat the Prompt** value to **2**.
5. Optionally change the **Repeat Prompts Every** to a shorter value.

Step 2. Create a Call Router

1. Navigate to **Extensions > Advanced Call Routers**, and click **Create New Advanced Call Router**.
2. Enter a router name, enter 2060 as the extension number, and select **New Action Set** in the **Default Action Set** section.
3. Type a name for the Default Action Set. (For example, 'Try main AA then xfer to receptionist'.)
4. Click **Create**.
5. In the **Default Action** section, click **Edit** to the right of the action set.
6. Click the **Create an Action** button.
7. Change the Action drop-down to **Try Calling an Extension.**
8. Click the **Extension** box in the Destination/Options column and type 2061.
9. In the **Final Action** section, select **Transfer to an Extension or Number** from the drop-down menu, and enter 2000 in the **Destination** field.
10. Click **Save**.