



Telecommunications Bulletin

Customer Service Center (CSC)

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AT&T Unified Messaging Feature: Call Transfer to Attendant

Note: The Unified Messaging platform does NOT include Centigram Voicemail boxes (Springfield and Chicago-Franklin 312/793 & 814 Centrex systems) or voicemail systems associated with Electronic Key Systems (EKS) or Private Branch Exchanges (PBXs).

Earlier this year, AT&T upgraded their central office voicemail services throughout the state. The new Unified Messaging platform has traditional voicemail features in addition to voicemail Internet access, message forwarding to email, and voicemail or email receipt of inbound faxes.

At the time of the conversion, AT&T programmed all the call forwarding features except for “Call Transfer to Attendant.” On the new Unified Messaging platform, each user can program “Call Transfer to Attendant” so that callers have the option to be transferred to a live attendant when the called party is unavailable. Programming instructions are provided below.

Call Transfer to Attendant:

1. Access mailbox following normal procedures
2. Press 4 for Mailbox settings
3. Press 2 for Administrative Options
4. Press 6 for Additional Settings
5. Press 2 for Attendant
6. Press 1 to enter an attendant number or change an existing number
7. Enter the 10-digit number where calls should transfer when callers dial “0”
8. Press #

To turn off “Call Transfer to Attendant,” users should follow steps one through five above, and then press 2 (this deletes the 10-digit transfer number from the system).

Users should re-record their personal greeting with caller instructions when the “Call Transfer to Attendant” feature is activated. An example is, “You have reached Jane at (agency name). I’m either away from my desk or on another call. If you need to speak with someone immediately, press 0.”

If you have any questions or issues related to the programming, please contact the Customer Service Center (CSC) at 800-366-8768 – Option 4, and Sub-Option 4.