

# CALNET: AT&T Voice DNA<sup>®</sup> Receptionist: Administrator participant guide

Version 1.0



## Covered topics

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# What is AT&T Voice DNA Receptionist

AT&T Voice DNA Receptionist is a software-based attendant console for use by front office receptionists to monitor and manage inbound calls for up to 200 selected users in their organization.

AT&T Voice DNA® Receptionist

Settings Help Full screen Sign out  
Pete Taylor

Call console

Enter number [ ] Redial

No items to show

▼ Conference call [ ]  
No items to show

Contacts

Search [ ] Monitored users [x] Company [x] Speed dial [x] TBO [x]

☐ Begins with [ All ] Quick search [ ]

Status	Last name	First name	Number	Extension	Mobile	Department	Notes
●	Customer	Calnet	+14702253000	53000			<a href="#">Notes</a>
●	Customer	Calnet	+14702253001	53001			<a href="#">Notes</a>
●	Customer	Calnet	+14702253002	53002			<a href="#">Notes</a>
●	Customer	Calnet	+14702253003	53003			<a href="#">Notes</a>
●	Customer	Calnet	+14702253004	53004			<a href="#">Notes</a>



## Feature summary for end users

After launching Receptionist and signing in, a user can use the Receptionist workspace to:

- Monitor the call status of up to 200 selected company users across multiple locations.
- Manage own calls – answer, hold, resume, end calls.
- Drag and drop call transfers.
- Place calls directly, or from contacts, call history, and speed dial codes.
- Search the Company Directory easily.
- Create and manage conference calls for three or more contacts.



## Feature summary for administrators

An administrator can:

- Activate the receptionist portal for users.
- Add and remove monitored users to each receptionist's view.



## Provisioning AT&T Voice DNA Receptionist

Before a user can access and use Receptionist application, the administrator must assign and provision the receptionist feature to the user.

To provision a Receptionist user:

1. Log in to the AT&T Voice DNA Premier portal as an administrator.
2. Assign Receptionist feature to a user.
3. Add users to the assigned receptionist to monitor.

Note: Only the administrator can add or delete users for the receptionists (static monitoring). The end user can not add or delete monitored users.



# Logging in to Premier for AT&T Voice DNA

## Log in to Premier

Username

Password

Remember my username

Log in

Forgot your [username](#) or [password](#)?

Don't have a username or password? [Register now](#)



- The User Portal Web Address: <https://www.wireless.att.com/premiercare>
- Enter **Username** and **Password**.
- Select **Log in**.



# Assigning AT&T Voice DNA Receptionist to a user

The screenshot displays the AT&T Voice DNA Administrator interface. At the top, there are tabs for 'MANAGE' and 'SUPPORT'. Below the tabs, the page is titled 'AT&T Premier' and 'CALNET - 10000007337'. The main content area is divided into three columns. The left column contains 'AT&T Voice DNA Quick Links' with a red box around the 'AT&T Voice DNA® Administrator Dashboard' link. The middle column contains 'Administrator and User Profiles' with a search field for an administrator. The right column contains 'Support' with links for user management tasks.

**AT&T Voice DNA Quick Links**

- Manage AT&T Voice DNA
- AT&T Voice DNA® Administrator Dashboard**
- Resources
  - Users List
  - Create User
  - Locations
  - Hunt Groups
  - Phone Number Ranges
  - Administrators
- Company Directory
  - View Company Directory

**Administrator and User Profiles**

Search for an Administrator to Manage

Last Name:

Advanced Administrator Search

Manage Administrators and Users

- Create Administrators
- Manage user profiles

**Support**

Need help with AT&T Voice DNA Administrator features and functions? To learn more, click these links:

- Create a user
- Add an IP phone or IP adapter to a user
- Manage user features
- Manage user dial restrictions
- Edit a user profile
- Manage schedules
- Manage custom dial patterns
- Manage reports

- To assign the Receptionist feature for a user, open the AT&T Voice DNA Administrator Dashboard.





# Assigning AT&T Voice DNA Receptionist – continued

The screenshot displays the administrator interface for AT&T Voice DNA Receptionist. At the top, there is a navigation bar with tabs for HOME, RESOURCES, DIRECTORY, SETTINGS, MASS MANAGEMENT, and REPORTS. Below this is a secondary navigation bar with links for Users, Locations, Hunt Groups, Number Ranges, Internal Key Contacts, Administrators, and Equipment. The main content area shows a search results page for users. On the right side, there is a 'Profile Information' section for 'Company Administrator' and a 'Create User' button. Below that is a 'Search Company Directory' section with a search input field and a 'Go' button. The search results are displayed in a table with columns for Type, Name, Number, Extension, Location, and Actions. The user 'Taylor, Pete' is highlighted with a red box. To the right of the table, there is a 'Quick Links' section with links to view all locations, number ranges, internal key contacts, and administrators.

<< Back to Users list

Profile Information: Company Administrator

Search Results Search  Go Advanced Search ▾

Search Criteria:

Show List for  From

Page 2 of 2 | < 1 2 > | ... ▾

Type	Name	Number	Extension	Location	Actions
	Miller, Steve	470-225-3008	53008	Hub - 00003...	
	<b>Taylor, Pete</b>	470-225-3012	53012	Hub - 00003...	
	Smith, Joe	470-225-3006	53006	Hub - 00003...	

Search Company Directory ?

Go

Advanced Directory Search

Quick Links

- View all locations
- View all number ranges
- View all internal key contacts
- View all administrators

- Select the user by clicking on their name.



# Assigning AT&T Voice DNA Receptionist – continued

The screenshot shows the 'User Details' page for Pete Taylor. The 'Profile' tab is selected, displaying the following information:

<b>First Name:</b>	Pete
<b>Last Name:</b>	Taylor
<b>Job Title:</b>	Not specified
<b>Phone Number:</b>	470-225-3012 <a href="#">Change to extension only</a> ?
<b>Extension:</b>	20 - 53012
<b>Caller ID:</b>	My phone number ?
<b>Wireless Number:</b>	Not specified
<b>Email Address:</b>	calnet3@att.com
<b>User Portal Access:</b>	Access Requested - <a href="#">Resend Request</a>
<b>Address:</b>	Department of Training Sacramento, CA 95821
<b>Location:</b>	Hub - 000035206
<b>Time Zone:</b>	US/Pacific
<b>VDNA IP Password:</b>	***** <a href="#">Reset Password</a>

Additional features on the page include:

- Navigation tabs: Profile (selected), Features, Voicemail, Dial Restrictions, Devices and Line Appearances.
- Buttons: Edit, Delete.
- Search boxes: Search User (Enter Name or Number or #, Go), Search Company Directory (Enter name or number, Go).
- Quick Links: View all locations, View all number ranges, View all internal key contacts, View all administrators.

- The User Details page appears with the Profiles tab selected.



# Assigning AT&T Voice DNA Receptionist – continued

The screenshot displays the administrator interface for assigning features to a user. The top navigation bar includes tabs for HOME, RESOURCES, DIRECTORY, SETTINGS, MASS MANAGEMENT, and REPORTS. Below this, a secondary navigation bar lists Users, Locations, Hunt Groups, Number Ranges, Internal Key Contacts, Administrators, and Equipment. The main content area shows 'User Details: Pete Taylor' with a 'Profile Information: Company Administrator' label. The 'Features' tab is selected, showing 'Active Package: Premium' and two columns of feature lists: 'Available Features' and 'Active Features'. The 'Receptionist' feature is highlighted in the 'Available Features' list, and a right-pointing arrow indicates it is being moved to the 'Active Features' list. The 'Active Features' list currently contains Intercom Over Speakerphone, Music On Hold, N-Way Conferencing, Priority Alert, and Virtual Office. A 'Cancel' button is on the left and a 'Save' button is on the right of the feature selection area.

- Select the **Features** tab.
- Select **Edit**.
- From the Available Features box, select **Receptionist**, and then click the right arrow to move it into the Active Features box.  
Note: If the Receptionist feature is not available to select, contact your account team to add.
- Click **Save**.



# Adding monitored users

The screenshot shows the administrator interface for AT&T Voice DNA Receptionist. The top navigation bar includes HOME, RESOURCES, DIRECTORY, SETTINGS, MASS MANAGEMENT, and REPORTS. Below this, a secondary navigation bar lists Users, Locations, Hunt Groups, Number Ranges, Internal Key Contacts, Administrators, and Equipment. The main content area displays 'User Details: Pete Taylor' with a 'Profile Information' tab selected. The profile information includes fields for First Name, Last Name, Job Title, Phone Number, Extension, Caller ID, Wireless Number, Email Address, User Portal Access, Address, Location, Time Zone, and VDNA IP Password. A red box highlights the 'Manage Receptionist's Monitored Users' link. To the right, there are search boxes for 'Search User' and 'Search Company Directory', and a 'Quick Links' section with links to view all locations, number ranges, internal key contacts, and administrators.

Profile Information: Company Administrator

<< Back to Users list

User Details: Pete Taylor

Profile Features Voicemail Dial Restrictions Devices and Line Appearances

Profile Information Edit Delete

Change to Hoteling Center Host  
**Manage Receptionist's Monitored Users**

First Name: Pete  
Last Name: Taylor  
Job Title: Not specified  
Phone Number: 470-225-3012 Change to extension only ?  
Extension: 20 - 53012  
Caller ID: My phone number ?  
Wireless Number: Not specified  
Email Address: calnet3@att.com  
User Portal Access: Access Requested - Resend Request  
Address: Department of Training  
Sacramento, CA 95821  
Location: Hub - 000035206  
Time Zone: US/Pacific  
VDNA IP Password: \*\*\*\*\* Reset Password

Search User ?  
Enter Name or Number or E Go  
Advanced User Search

Search Company Directory ?  
Enter name or number Go  
Advanced Directory Search


Quick Links  
View all locations  
View all number ranges  
View all internal key contacts  
View all administrators

- Select the Profile tab.
- Select **Manage Receptionist's Monitored Users**.




# Adding monitored users – continued

## User Details: Fred Smith


**Profile** | Features | Voicemail  | Dial Restrictions | Devices and Line Appearances


**Manage Receptionist's Monitored Users**


Monitored Users (2):



[+ Add Monitored Users](#)

Page 1 of 1 | 1 | ... 

	Last Name 	First Name	Number	Extension
<input type="checkbox"/>	Brown	Robert	470-225-3010	53010
<input type="checkbox"/>	Smith	Joe	470-225-3030	53030

Page 1 of 1 | 1 | ... 

[Delete](#) [+ Add Monitored Users](#)

- The list of monitored users is displayed.
- Choose **Add Monitored Users**.



## Adding monitored users – continued

### Add Monitored Users

 Search fetches results for combination of selected location and name/number entered.

Select Location

Hub - 000035206 ▼

and

Name or Number

Enter start of Name/Number

Go

List of users that can be assigned: Select one or more and click on Save button.

[Select All](#) [Deselect All](#)

	Last Name ▼	First Name	Number	Extension	
<input type="checkbox"/>	Carl	Bob	470-225-3009	53009	▲
<input checked="" type="checkbox"/>	Customer	Calnet	470-225-3002	53002	
<input checked="" type="checkbox"/>	Customer	Calnet	470-225-3001	53001	
<input checked="" type="checkbox"/>	Customer	Calnet	470-225-3000	53000	
<input checked="" type="checkbox"/>	Customer	Calnet	470-225-3003	53003	▼

Cancel


Save

- The Add Monitored Users window opens, showing all users in the receptionist's default location that can be assigned.
  - Choose users in a different location, from the Select Location dropdown list.
- Check the boxes next to the names of users you want to add, and then click **Save**.




# Deleting monitored users

## User Details: Fred Smith

**Profile** | Features | Voicemail  | Dial Restrictions | Devices and Line Appearances

Manage Receptionist's Monitored Users

Monitored Users (2):



[+ Add Monitored Users](#)

Page 1 of 1 | 1 | ...

	Last Name	First Name	Number	Extension
<input type="checkbox"/>	Brown	Robert	470-225-3010	53010
<input type="checkbox"/>	Smith	Joe	470-225-3030	53030

Page 1 of 1 | 1 | ...

[Delete](#) [+ Add Monitored Users](#)

- On the Profile tab, check the boxes next to the names of users you wish to delete.
- Click **Delete**.



## Confirming changes

- The receptionist will see changes made to the Monitored Users pane after refreshing the screen or by logging out and logging back in.





## Additional support

- Voice DNA support helpdesk
  - 877.288.8362, option 2
- AT&T CALNET Training
  - <http://www.attcalnettraining.com>
  - [CalnetTraining@att.com](mailto:CalnetTraining@att.com)
- Please complete our survey.



# Questions and answers



