



6001

DOCUMENTATION · PHONE SYSTEM

Build a call menu (IVR)

Answer every call with your own greeting, let callers press a key for the right team, and send them somewhere sensible when nobody picks up or the office is closed.

Updated 19 September 2026

filantis.com/docs/call-menus/

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At a glance

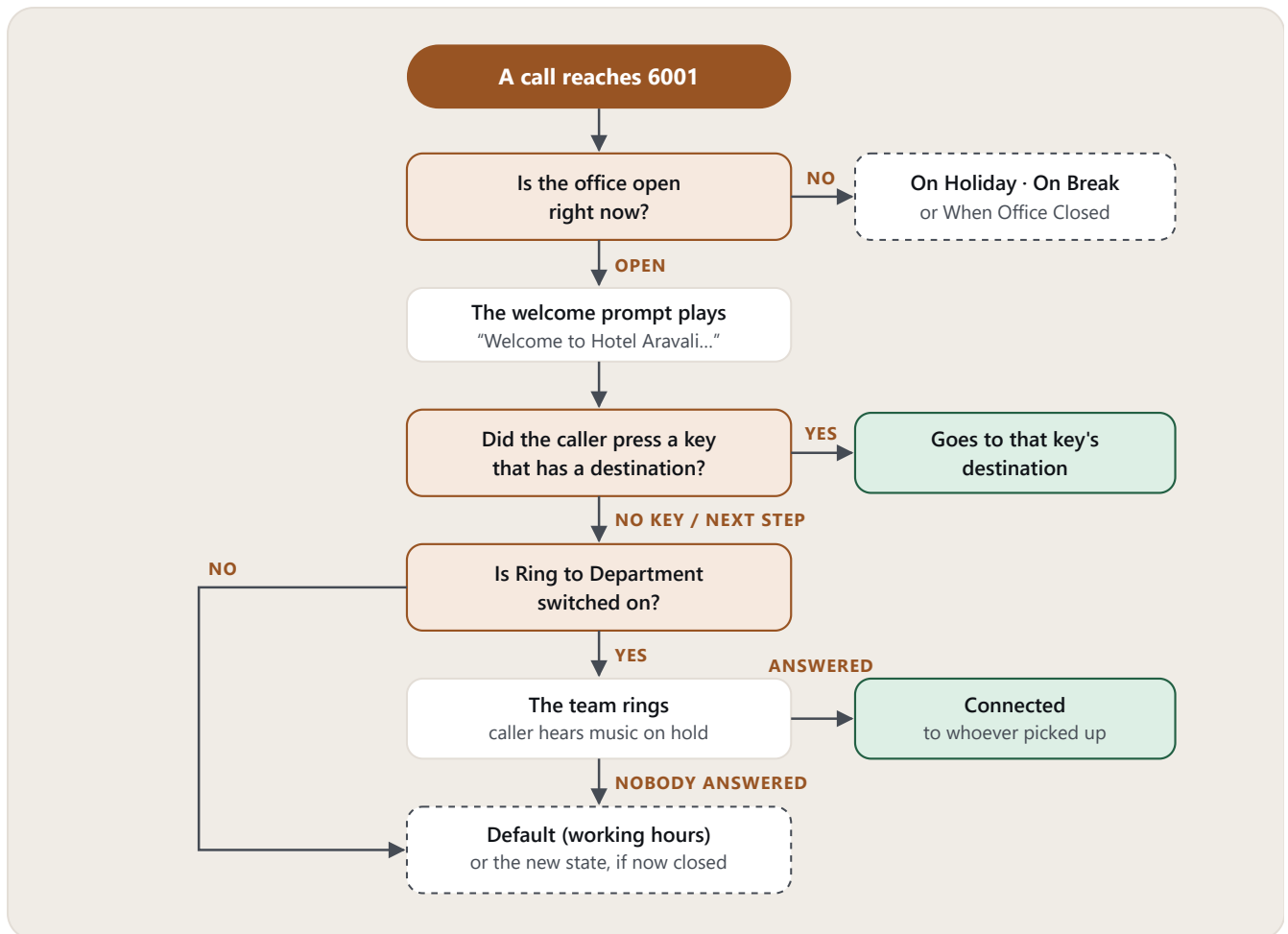
- **A call menu answers the phone for you** — “for reservations press 1, for the restaurant press 2”. Filantis calls it a **call attendant**.
- **Each menu has its own extension**, such as 6001, and your phone number points at it.
- **Every key can go somewhere** — a person, a department, a voicemail box, another menu, an outside number or a recorded message.
- **It can ring a team first**, with music on hold and a choice of who rings next.
- **It follows your office hours**: one destination for working hours, one for closed, one for breaks and one for holidays.

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1 How a call menu works

A call menu is a short script that runs every time it answers. It checks the office clock first: outside working hours the caller goes straight to that time's destination. While you are open it plays your greeting, listens for a key and rings the people you chose — and if nobody takes the call, it sends the caller to your working-hours destination.



The clock decides first. Greeting, keys and the team only run while you are open.

2 Before you start

A call menu brings together things you set up elsewhere. Have these ready and building the menu takes five minutes:



Your recordings

The greeting and any messages, on **Settings** → **Voice Prompts** — upload a WAV or MP3, or type the words and let text-to-speech read them.



Your teams

Departments with people in them, on **Office** → **Departments**. See [Departments and ring groups](#).



Your hours

Opening hours, breaks and holidays, on **Settings** → **Office Time**. See [Office hours and holidays](#).

Write the options into the greeting. The menu has no separate “menu prompt”: the welcome prompt is what callers hear before they press a key, so it should end with the choices — “For reservations, press 1. For the restaurant, press 2.”

Every paid size — Small, Medium and Large — has **unlimited call menus**. The free Mini size answers calls on extensions and departments without a menu.

3 Create the call menu

- 1 Open **Phone & Extensions** → **Call Attendants** and click **Add Call Attendant**.
- 2 Give it a **Name** your team will recognise — “Main line” or “After-hours”.
- 3 Keep the suggested **Extension**. Call menus are numbered **600–649** in a 3-digit workspace and **6000–6499** in a 4-digit one.
- 4 Choose the greeting in **Play Welcome Prompt**.
- 5 Leave **Status** on **Active**, fill in the destinations described below, and save.

Create Call Attendant

Name	Extension
Main line	6001

The next free call-menu extension is suggested.

Play Welcome Prompt

welcome-aravali.wav

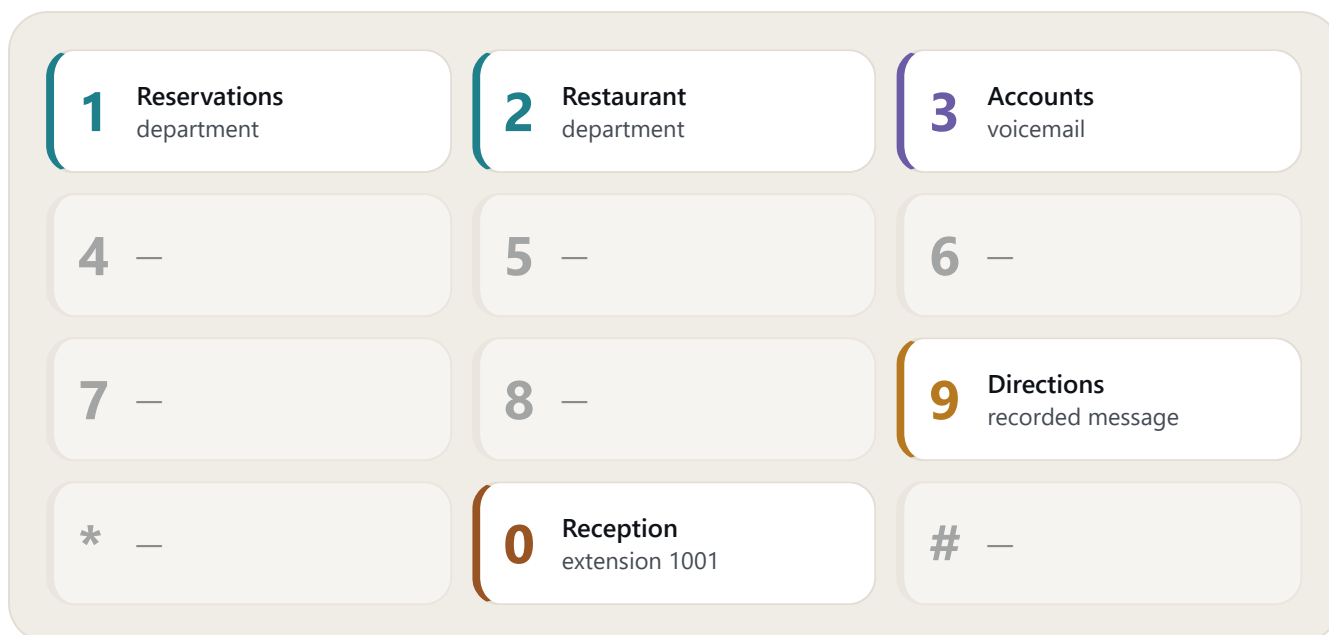
From Settings → Voice Prompts.

☒ Enable DTMF

CancelSave

4 Give each key a job

Tick **Enable DTMF** to turn the menu on. Then, under **DTMF Routes**, choose what each key does. Keys you leave alone do nothing.



A hotel's main line. Five keys in use; the rest do nothing.

A key can send the caller to:

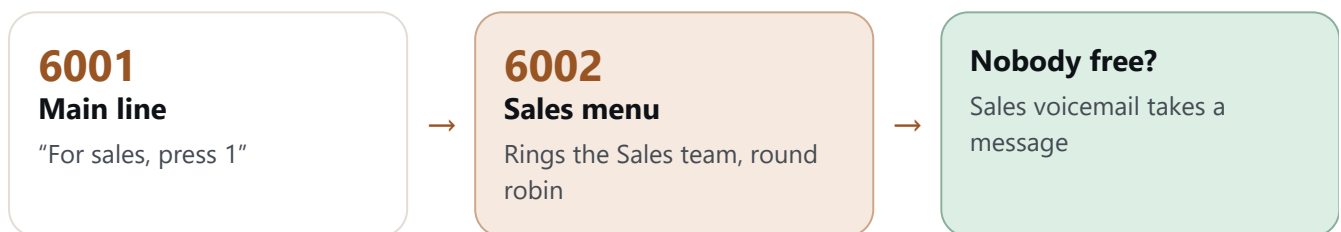
DESTINATION	WHAT THE CALLER GETS
Extension	Rings one person's phones.
Department	Rings everyone in the team together.
User Voicemail / Department Voicemail	Straight to a mailbox to leave a message.
Call Attendant	Another call menu — a second level, such as a Sales menu.
External Number	An <u>outside number</u> , such as the manager's mobile. It leaves through your <u>dial routes</u> , so type it the way staff dial out — for example with a 9 first.
Play Prompt and End Call	A recorded message — directions, opening times — then goodbye.
End Call	Hangs up.
Go to next step	Carries on to <u>Ring to Department</u> and the <u>office-hours destinations</u> .

When the caller presses nothing, or the wrong key

If no input within ... seconds (10 unless you change it) and **Invalid input destination** each offer three choices:

- **Go to next step** — carry on as if no menu existed. The safest choice: the call still reaches a person or a mailbox.
- **Repeat Prompt of previous step** — give the caller another chance to press a key.
- **Play Prompt & Go to next step** — say something first, such as “Sorry, that is not an option”, then carry on.

Keys ring people the way a direct call does. An extension rings all of that person's phones and then follows their own forwarding and voicemail; a department rings its team and then goes to the department's mailbox. Nobody reaches a dead end.



A menu inside a menu gives one team its own ring order and safety net.

5 Ring a team

Switch on **Ring to Department/Team** to ring one or more departments before the office-hours destinations. Callers wait in line and hear music until someone picks up.

- **Departments** — pick one or several. Everyone in them rings.
- **Ring Strategy** — who rings, and in what order (below).
- **Ring Time** — how long each phone rings before the next try. 30 seconds unless you change it.
- **Max Wait Time** — the longest a caller waits in line. 300 seconds (five minutes) unless you change it.
- **Music on Hold** — what callers hear while they wait.
- **When No Answer** — *Go to next step*, or *Play Prompt and Go to next step* to apologise first.

RING ALL
Everyone at once
 Every phone rings together; the first to answer takes the call. Best for a small front desk.

1004

1005

1009

ROUND ROBIN
Take turns
 One phone at a time, in turn, so calls are shared out across the team.

1004

1005

1009

LONGEST IDLE
Freshest first
 The person who has waited longest since their last call rings first.

1004

1005

1009

FEWEST CALLS
Least busy first
 The person who has taken the fewest calls rings first. Fair for sales teams.

1004

1005

1009

6 After hours and holidays

Under **Destinations**, the menu asks where callers go outside working hours, and where they go during them when nobody answered. Filantis reads the office clock as the menu answers:

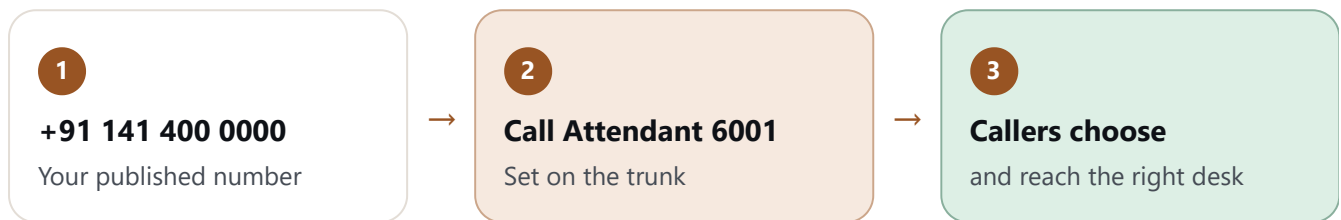
FIELD	USED WHEN	A GOOD CHOICE
On Holiday	Today is a holiday on Settings → Office Time	Play Prompt and End Call: "We are closed for Diwali..."
On Break	Inside today's break	Department Voicemail
When Office Closed	Outside today's hours, or a day you do not work	Department Voicemail, or an on-call extension
Default (working hours)	The office is open and nobody took the call	Reception's extension

Each field offers the same destinations as a key. All four are required, so every caller always ends up somewhere.

Outside working hours there is no greeting and no menu — the caller goes straight to that destination. To offer choices at night, set **When Office Closed** to a second call menu: it plays its own greeting and keys in full, and its own destinations catch whoever is left.

7 Point your number at it

A menu does nothing until calls reach it. On **Phone & Extensions** → **Trunks**, open your carrier and set a phone number's destination to **Call Attendant** → your menu — either the **Inward Destination** for the whole line, or one number on the **DID Numbers** tab. See [Connect your carrier](#).



Test it before you publish it: dial the menu's extension — 6001 — from any desk phone or the browser dial pad. You hear exactly what a caller will.

8 Questions

– Can one number have a different menu at night?

Yes. Point **When Office Closed** at a second call menu with night-time options — it plays in full, even though the office is closed.

– How do I change the greeting for a festival or a closure?

Add the day on **Settings** → **Office Time** → **Holidays**, record the message on **Voice Prompts**, and set **On Holiday** to *Play Prompt and End Call* with that message. It plays only on that day.

– Can callers dial an extension from the menu?

Each key is a single digit, so give the people callers ask for most their own key — or a key that leads to reception.

– Can I switch a menu off without deleting it?

Yes. Edit it and set **Status** to **Inactive**. Point your number somewhere else first, or callers will not be answered.

– What voice can read my greeting?

Any recording you upload — WAV or MP3, mono, up to 5 minutes — or text-to-speech from the voice services you connect under **Service Connect**.

A receptionist that never takes a day off

Filantis answers, sorts and routes every call — and the same workspace holds your staff register, your invoices and your front desk.

Your voice

Record your own greetings, or have them read out.

Your hours

Holidays and breaks change the route by themselves.

Your numbers

Keep your carrier and the numbers customers know.

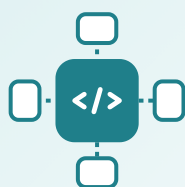
Create my free workspace

See the phone system

What to do next

Set up the teams your menu rings in [Departments and ring groups](#), then the clock it follows in [Office hours and holidays](#).

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