



Call Studio

Auto Attendant

Automatically direct callers to the right destination

Businesses with multiple departments generally have to decide whether to use different contact numbers for different divisions or to employ a receptionist to forward callers to the appropriate destination. Auto Attendant represents a streamlined and cost efficient alternative which benefits both the caller and the organisation. The call handling role Auto Attendant allows for multiple departments of a company to be contacted on one number without confusion or the need to pay the salary of a receptionist or switchboard operative. With routing and operation set using the online control panel, Auto Attendant represents a simple, low maintenance and powerful means of directing a caller to their desired destination.

What is Auto Attendant?

Auto Attendant offers callers a menu of options which allows them to contact their chosen department by pressing the corresponding number on their phone keypad. Having chosen a department, the system then forwards the caller to the relevant number - accompanied by a Whisper message if desired so that the recipient knows where the call has come from. The system is quick and easy to set up from the online control panel and boasts an extensive range of useful additional features. In addition to forwarding calls to landlines, mobiles or overseas destinations it can also take voicemails if a call is received outside of the designated department opening hours. The voice message is then emailed to the recipient. This functionality along with Call Record on Demand, CLI Presentation, Missed Call Alert, Menu customisation and the assigning of Introduction, Greeting & Whisper messages can all be set-up and changed instantly using the online control panel. By utilising one core number for callers to dial and then diverting calls to numerous different destinations; Auto Attendant is suitable for a wide range of organisations. Small businesses can make themselves appear larger by having multiple menu options divert to the same number/s (accompanied by Whisper messages so that they know which department the caller has requested), whilst larger companies can save on staffing costs and have callers automatically diverted to internal destinations and mobile phones, as and when required. Additional control is provided by Mid Call transfer which allows for callers to be re-routed when necessary and voicemail options for both work and office hours: ensuring maximum flexibility.

Features

- Call Recording (inc. on-demand)
- Real-time statistics and Call Reports
- CLI Presentation
- Voicemail to Email
- Missed Call Alert
- Introduction, Greeting and Whisper messages

faces not numbers



The Benefits

- Access remotely 24 hours a day as required
- Set-up quickly and easily
- Ensure that all important calls are directed to the relevant destination/s
- Handle call forwarding, voicemail and call recording from one location with flexibility
- Receive full back up from our expert technical support team