



Call Studio

Virtual Receptionist

Advanced call handling

Using one memorable phone number as a means for people to get in touch with all divisions of your company can be very useful, but often requires the employment of a fulltime receptionist. This can be a costly expense which ultimately means you would have been better served with separate contact numbers for each department; this can however be awkward for the caller and will often lead to calls reaching the wrong individual. Virtual Receptionist provides the perfect solution to this problem - and whilst improving efficiency of call navigation is also cost effective and helps callers to reach their chosen destination quickly. With customisable multi-level menus which incorporate keypad navigation, time of day operation scheduling, missed call email notification and two different voicemail modes; Virtual Receptionist is as effective as the real thing.

What is Virtual Receptionist?

Virtual Receptionist is an incredibly flexible menu creation and call navigation tool which can be easily setup using the online control panel. Offering time of day settings to allow for specific activity during selected hours and a choice of menu prompts, every aspect of the system can be adjusted to the user's exact specifications. By allowing the user to create and customise multi-level menus, Virtual Receptionist provides callers with a way to get directly in touch with the most appropriate individual or department at the organisation they are contacting, simply by making selections with their phone keypad. The multi-level menus created using Virtual Receptionist are designed to seamlessly integrate with other services, allowing for the creation of customised, highly complex call handling solutions using a simple online control panel. This service is not only an ideal way for large organisations to handle and streamline their call routing but also provides a professional, customer facing interface for smaller companies and sole traders.

Features

- Caller navigable menu selections
- Multiple Call Flows
- Time of Day routing
- Full integration with other call routing and handling services
- Two voicemail modes
- Missed Call Alert
- Choice of User Selected, User Recorded or Supplied Prompts and Introduction Message

The Benefits

- Fully integrate all required call handling services
- 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
- Improve efficiency of call handling in a professional manner
- Receive full back up from our expert technical support team