Auto Attendant

Simple, highly flexible routing applications based on caller input

What it is

An auto attendant service enables high volumes of calls to be answered promptly and routed appropriately by an automated system, based on caller choices. This frees reception staff to handle those calls requiring a more personal touch. Auto Attendant (AA) can be used as a front-end to external numbers or extensions to expand operator services and provide pre-recorded messages. This system relieves the operator of repetitive incoming calls, automatically processing them quickly and efficiently.

The proposition

Call handling applications can be easily implemented and modified by the customer at any time, with no specialist knowledge required. This helps ensure they remain relevant and reflect changing business needs to maintain a professional image.

How it works

A simple intuitive Graphical User Interface (GUI) is provided where applications are built by 'point and click' using a library of standard building blocks to construct the customer's required scenario. Using AA, many different voice applications can be run at the same time, each associated with a different telephone number.

Accessed through a secure web link, the application provides a tasks list which allows features and call flow applications to be created or modified. To make it easy to create a professional service, the application is built using a collection of configurable building blocks, such as 'Welcome', 'Business Hours / Out of Hours' and 'Menu' blocks and to add any additional blocks you need only to click the 'Add a New Item' icon.

When new phrases are required, these can be recorded from any telephone.

Simple, easy to use *interface* ✓

Customised **intelligent call routing solutions** ✓

Web interface supports administration from **any location** ✓

Maintain and modify in-house ✓

Enhance the caller experience *whilst* **reducing overhead costs** *associated with call handling* ✓

Enhances business voice solutions with **dynamic and flexible** *auto attendant capabilities including:* ✓
- *Spoken phrases with the ability to create from any telephone*
- *Dialling of numbers*
- *Leaving messages in voice mailbox*

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Features and Benefits of Auto Attendant

Feature	Description	Benefit
Call Routing	Flexible menus offered to callers allow calls to be routed in line with their requirements.	Gives callers more control with flexible menu selection options. Calls can be routed effectively to better meet the requirements of each caller.
Speak Phrase	Allows customised prompts and announcements to be recorded on a PC or any telephone, tested and deployed within the AA application.	Present a professional company image with appropriate announcements.
Mailbox	A voice mailbox allows callers to leave messages.	Provide the caller with the option to leave a message.
Flexible Call Delivery	Calls can be routed to a DDI number, internal extension, Intelligent Number or Contact Centre User, or provide the option for the caller to leave a message.	Routes calls to the correct department or individual, irrespective of their location.
Optional Upgrade to IVR	Enhance existing AA applications by upgrading to the Interactive Voice Response (IVR) application with an extended range of building blocks to create more complex call flows.	Upgrade as and when required. Can keep existing call flow applications to build upon.

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Auto Attendant is part of the
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