

Remote Solutions

# Auto Attendant



## Auto Attendant

Auto Attendant acts as a virtual receptionist, directing inbound calls to the desired department, saving time for your business and the caller. The simple to use control panel allows you to create menu options, such as "Press one for Customer Service, press two for Orders" and includes features such as setting the hours of work for each department and inputting individual emails to forward captured voicemail to.

Features include: Call Recording, Time of Day, CLI Presentation & Present, Voicemail to Email, Missed Call Alert and Introduction, Comfort and Whisper messages.

### Benefits

- 24/7 Remote access
- Cost effective
- Simple to set up & user friendly
- Secure & confidential
- Flexible

### Ideal for

- Small and medium size businesses with several departments use Auto-Attendant to save on managing and staffing costs of a receptionist; directing calls efficiently, forwarding voicemail messages to staff out of office and emailing missed call alerts. Whisper messages are used to identify which department or area of business the caller requires.
- Many growing businesses find Auto Attendant not only helps manage staffing levels efficiently but also creates the impression of being a larger company, whilst improving customer service. There may be only two destination numbers but four menu options such as Customer Service, Orders, Accounts and Returns, with a whisper message to inform the person answering the call what the call is regarding. The call reports are used to spot which departments are most in demand and at what times, assisting in planning future growth.
- Agencies, Sales Representatives and companies with home and remote workers use Auto Attendant to route calls to employees out of office, either to a landline, mobile or international number (a whisper message is used to inform the employee it's a work call). Voicemail and missed call alerts are also redirected, keeping staff instantly informed.

**All our clients are provided with a dedicated Account Manager and the back up of an outstanding Technical Support team operating 7 days a week, 8am - midnight.**

**To find out more or to ask for a demonstration, call one of our team of experts on 0844 556 7888.**