Automated Attendant

As-a-Service Solution for Digital Receptionist

In today's digital world, when a customer picks up the phone to call your organization, they usually need help right away. Handling those inquiries professionally and consistently can make the difference between a satisfied customer or an unhappy one. Our Automated Attendant service can help you streamline interactions with customers, so they get what they called for quickly and efficiently.

Easy Setup, Immediate Results

Auto attendant as-a-service simulates a live operator by directing incoming callers to the right department, employee or voice mailbox. The service allows you to handle inbound calls with a host of features easily managed through your phone or our web-based portal.

And unlike a live operator, your professional digital receptionist doesn't get sick, have a bad day or accidentally disconnect customers. You'll never miss service requests or sales opportunities again.

Auto Attendant As-A-Service Benefits:

Consistency
Auto Attendant is 100-percent reliable, ensuring that calls are answered promptly and routed correctly.

Professionalism
Your personalized greeting and menu options reinforce corporate branding and elevate professionalism.

Productivity
Employees answer and transfer fewer calls unrelated to their work, handling more customer calls in less time.

Efficiency
Menu-driven call routing puts callers in control and streamlines their journey, improving customer satisfaction.

Savings
Auto Attendant eliminates the need to pay a full-time receptionist or reassign other employees to fill in when needed.

No More Spam
Robocalling applications can't follow push-button directions to connect to departments or extensions, reducing spam calls.

PHONEWARE
cloud-based telecom

Take Control of Inbound Calls

Our Auto Attendant as-a-Service solution is available in Standard and Premium options. Both are easy to setup and manage from your telephone or computer via our CommPortal.

Easily record greetings over the phone via a telephone user interface or using the built-in microphone on your desktop or laptop PC. If desired, you can upload professional recordings via your PC.
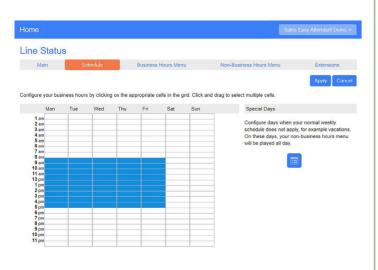
STANDARD ATTENDANT

The Standard option is bundled with our Hosted PBX and Unified Communications solutions and can scale to any size or capacity.

Like a live operator, our Standard Attendant directs incoming callers to the appropriate department or employee, ensuring your customers' calls will be handled effectively.

Give callers the option to use their telephone keypad to:

- Get hours and directions
- Dial by name or extension
- Transfer to general voicemail
- Zero out to operator
- Transfer to specific departments such as sales, support and billing
- Transfer to third-party numbers (e.g. an outsourced help desk)
- Listen to after-hours greetings and other announcements when representatives are away
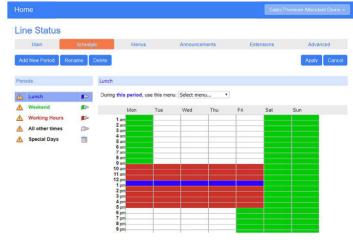
PREMIUM ATTENDANT

For an additional fee, choose the Premium Attendant, which includes all features of the Standard Attendant plus additional customization capabilities that can be managed through your phone or our web-based CommPortal, including:

- **Multilevel Menus**
  Allow callers to select from a list of options with 150 customizable multilevel menus that offer intuitive, consistent navigation of even the largest organizations.
- **Customized & Preset Holiday Scheduling**
  In advance or on demand, you can record different announcements and create separate menus for work hours, off hours, weekends and holidays.

Easily set call greetings and routing for days when your normal weekly schedule does not apply, such as holidays.

Set call greetings and routing by hour, period, day, week, weekend and special days as needed.

FOR MORE INFORMATION
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