

## Auto Attendant

Auto Attendant offers seamless inbound call routing to the desired department, saving time for your business and the caller. The simple to use control panel allows you to create menu options for automatic call distribution, 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 of our Auto Attendant include:

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

### Auto Attendant is an ideal inbound call handling solution for

- Small and medium size businesses with several departments
- To save on managing and staffing costs of a receptionist
- Directing calls efficiently
- Forwarding voicemail messages to staff out of office
- 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 inbound call handling 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's automatic call routing feature for employees working out of office. It can direct calls to 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.

To find out more or to ask for a demonstration call T1 Telecoms on 0844 556 7788.