

@COM Automated Attendant

Contactability is essential vital for your organisation in the modern age. Who answers the phone in your organisation? It might soon be the Automated Attendant. With this handy efficient functionality, you can be contacted day and night, in a way that suits you and your business relations.

What is it?

The Automated Attendant (AA) has an extremely powerful but easily configurable menu structure. Using pre-recorded texts (audio files), it can be used to route calls and obtain information. The AA can answer a call directly or be used as an 'assistant' for the reception or any internal department.

The AA improves the efficiency of the organisation's internal and external communication by ensuring that your company is always contactable. It answers calls directly, transfers calls to the right employee and provide information about opening hours, for example. In combination with the Voicemail functionality, you can ensure that your customers can leave messages for your employees and that your employees can leave messages for each other. (For more information, see the Voicemail functionality leaflet)

The advantages:

- Better contactability of your company
- Improved efficiency
- Greater satisfaction among business relations and personnel
- Easy to operate

In practice

When all your lines are engaged, a call can be quickly and easily redirected to the Auto Attendant. The AA asks your caller to wait for a moment and places the call in a queue. As soon as the line is free, the caller is directly transferred to this extension. Meanwhile, through a specially adapted information and music on hold system, you can inform the caller about the latest additions to your assortment, for example!



The main features:

- Automated Attendant function
- Optimal combination with Voicemail functionality
- Automatic telephone switchboard with personally recorded greetings
- Simple day, night, weekend and holiday settings
- After transfer, Music on Hold optioned
- Support for a maximum of 200 different Auto Attendant menus
- Auto Attendant can answer a call directly or be used as an 'assistant'
- Possibility to include spoken information texts; Auto Attendant answers frequently-asked questions