

Auto Attendant

Increase customer satisfaction.

Telovations Auto Attendant provides your company with a powerful and flexible tool to manage inbound calls and deliver them to the intended destination through automated interactions with callers. Auto Attendant is an integral part of the Telovations Innovate service and can either be used as a stand-alone application, or be combined with other Telovations applications and services, such as Reception Console and customized Auto Attendant recordings to create solutions addressing your specific business needs.

Auto Attendant Call Routing Capabilities

Once connected to the Auto Attendant callers are played a greeting providing a menu of options to complete call routing. The menu is configurable by the group administrator and can provide up to nine options to the caller, including:

One-key dialing - Press a pre-defined key to reach a particular phone number within the group

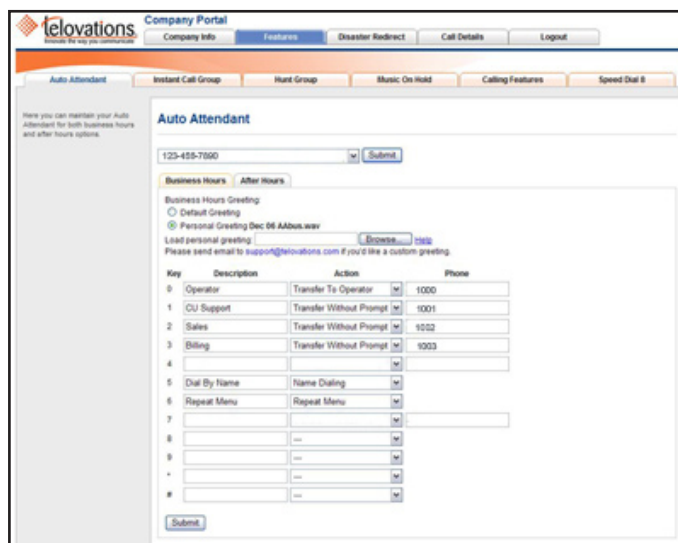
Operator dialing - Press a pre-defined key to reach an operator

Name dialing - Spell the name of the intended party through the numerical keypad. Upon identifying a unique match, the caller is played the name of the called party and transferred

Extension dialing - Enter the extension of the intended party through the numerical keypad. Upon collecting the full extension, the caller is played the name of the called party and transferred

Auto provisioning of group users - The moves, adds and changes of users in a group are automatically available to the name dialing and extension dialing functions. Access to the current users of the group is always available

Multi-Site Support - Telovations Auto Attendant leverages the multi-location enterprise capabilities of the Telovations network to offer transparent support of geographically distributed groups



Key	Description	Action	Phone
0	Operator	Transfer To Operator	1000
1	CU Support	Transfer Without Prompt	1001
2	Sales	Transfer Without Prompt	1002
3	Billing	Transfer Without Prompt	1003
4			
5	Dial By Name	Name Dialing	
6	Repeat Menu	Repeat Menu	
7			
8			
9			
*			
#			

Advanced Features for Increased Functionality

Simple Configuration - The group administrator can fully configure the Auto Attendant through any Web browser in a few clicks of the mouse

Flexibility - Telovations Auto Attendant supports one-key dialing, name dialing, extension dialing and operator dialing. Each is fully configurable by the group administrator

Auto Provisioning - The Auto Attendant is always up to date with the users making up the group so name dialing and extension dialing always have access to all users in the group automatically

Night Service - Telovations Auto Attendant features an embedded night service profile that is automatically activated outside of business hours

Attendant Types - The Auto Attendant can be used in conjunction with other Telovations services to create customized solutions addressing specific business needs

Multi-Location Service - The Auto Attendant can manage users from multiple sites on the same menu. This capability greatly enhances the use of "virtual" teams across multiple-locations to solve problems