

Auto Attendant

Route inbound calls to the right recipient

The Auto Attendant is a powerful, automated phone system feature designed to greet and direct callers to the appropriate department or individual without the need for human intervention. By streamlining call management, it ensures that your business remains accessible and responsive, even during high call volumes or off-hours.

Key Benefits

Professional Call Management - Instantly provide callers with a professional greeting and direct them to the right team or department with ease.

Enhanced Efficiency - Reduce the workload on receptionists and support staff by automatically handling incoming calls.

Customizable Menu - Tailor the Auto Attendant to your specific business needs with flexible options for greeting messages and menu navigation.

How It Works

The Auto Attendant operates through a pre-recorded greeting that offers callers multiple options (e.g., "Press 1 for Sales, Press 2 for Support"). Callers are then routed to the appropriate team or individual based on their selection. Administrators can customize the system by uploading unique messages, defining business hours, and configuring alternate routing for after-hours or busy times.

Use Cases

Small Businesses - Handle a high volume of calls without needing additional staff, allowing teams to focus on essential tasks.

Multi-Location Enterprises - Seamlessly route callers to the correct office or department, no matter where they are located.

Customer Service - Improve response times by ensuring customers are directed to the correct support team, minimizing hold times and frustration.