EASY ATTENDANT
FLEXIBLE, RELIABLE, AUTOMATED CALL HANDLING

Easy Attendant offers powerful capabilities for meeting the needs of your customers, improving the productivity of your employees, and controlling costs. Similar to a live operator, Easy Attendant directs incoming callers to the appropriate department or employee. Ensure your customers' calls will be handled effectively 24 hours a day, 7 days a week.

Take control of your inbound calls with a host of features through Business Unlimited – all are easily managed through our web-based CommPortal or by phone.

Business administrators can easily configure a menu to be played to their callers – for example:

"Thank you for calling Bob's Tires. To hear directions to our store, press 1. To hear our regular business hours, press 2.
If you know the extension of the person you're trying to reach, you may dial the extension at any time.
To reach an operator, please press 0."

Depending on the options that the business wishes to offer, callers can use their telephone keypad to:

- Listen to recorded messages
- Transfer to specific departments or individuals - including the ability to dial by extension
- Transfer directly to a voicemail account and leave a message

One Easy Attendant instance is included with the Business Unlimited solution. For additional features and capabilities, see the reverse side for our Premium Attendant service.

MORE QUESTIONS?

Call us for more information on Business Unlimited and Accession Communicator to boost your productivity today.

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PREMIUM ATTENDANT
AUTOMATED CALL HANDLING: COMPLEXITY MADE SIMPLE

Premium Attendant is designed for larger enterprises, with more sophisticated administrative staff and needs, yet it can be managed entirely by you. Take control of your Premium Attendant with a host of features through Business Unlimited – all are easily managed through our web-based CommPortal or by phone.

You can advertise your Premium Attendant phone number directly to callers, or use Business Unlimited's call forwarding services to direct calls from an existing line to the Premium Attendant line when required.

Premium Attendant includes the features of Easy Attendant, plus:

+ **Multi-level menus.** A key press may activate a further menu, allowing convenient navigation of a wider set of options.

+ **Transfer to voicemail by name or number.** Callers may be transferred directly to a voicemail, without ringing the associated phone. The caller may select the target by dialing an extension number or entering a name.

+ **Intercept mailbox.** Configure an "intercept mailbox" and straightforwardly configure any key to transfer there.

+ **Configurable error behavior.** Control the behavior if the caller provides invalid input or no input at all. You may set different behavior at different places in the call tree.

+ **Enhanced scheduling.** Program up to nine different call trees, to be used at different times of the day, or days of the week.

+ **Recording upload.** Announcements can be uploaded using CommPortal, as well as recorded over the phone, simplifying processes when working with third-party voice talent.

Premium Attendant is available as an add-on for $15.00 per month. Contact us for more information.
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