



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

For additional features and capabilities, ask about 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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