Auto Attendant

Mōvius

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Automating reception has proven a very effective way for organizations to maximize the productivity of their employees, not to mention presenting a professional corporate image for callers. Auto Attendant offers all the in-demand features required by today's organizations, such as 24/7/365 coverage of the company's main numbers, plus advanced services like multi-lingual support and Find Me – Follow Me.

Seamless automated reception, every time

The Auto Attendant automatically receives incoming calls, plays a pre-determined greeting and transfers callers to either the extension they choose or a pre-configured phone number/extension. While the caller waits for the called party to pick up, the system can play up-to-the-minute stock quotes, weather, news, music, traffic reports, etc. A fully customizable Web-based interface allows for the provisioning of subscriber preferences. The Auto Attendant can also be used to easily create simple Interactive Voice Response (IVR) applications such as driving directions, hours of operation, etc.

Key Features

- Callers have the option to dial by name or to transfer to an operator
- Record messages for pre-configured or caller-entered mailboxes
- Subscribers can be allowed access to their voice mailboxes through the Auto Attendant, eliminating the need for a separate voicemail access phone number
- System can be configured with two intercept mailboxes, one for working hours and one for after hours
- Multi-lingual support allows use of separate phone numbers to access different sections/menus containing separate languages. Menus can also be configured to change language dynamically based on caller input
- Complete schedule support for working and after hours including:
  - Deciding which operator to use while transferring call to an operator
  - Choosing the menu to first present to the caller
- Menus can vary depending on time of day – schedule-based transfer. Transfer to extension during normal hours or to voicemail after hours
- Day of the year and day of the week support
- Organization-based Holiday list to support vacation schedules for disparate Auto Attendants
- System administrators can create Auto Attendant-specific administrators who have access to only that Auto Attendant
- Compatible with both Mereon and Versera ICE platforms

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