

# ITSFiber Premium Auto Attendant



## Premium Auto Attendant™ enhances your voice service line-up

with a hosted, automated receptionist specifically tailored to the needs of your businesses.

Powerful, and easy to configure using CommPortal™, ITS Fiber Cloud Voice Premium Attendant is our advanced level of this application.

### Flexible, reliable automated call handling with Premium Auto Attendant™

Premium Auto Attendant service offers powerful capabilities for meeting the needs of your customers, improving the productivity of your employees, and controlling costs. Similar to a live operator, Auto 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 – all easily managed through our web-based CommPortal or by phone. ITS Fiber Premium Auto Attendant incorporates a rich set of features, to give a professional appearance when your customers call.

### Premium Auto Attendant™ Features

Depending on the options you need, callers can use their telephone keypad to:

- Listen to recorded messages
- Transfer to specific extensions or phone number
- Transfer directly to a voicemail account and leave a message.

Your company's phone administrator can record announcements either via CommPortal and a microphone attached to a PC, or by telephone.

For even greater flexibility, **Premium Attendant** allows businesses to define separate messages or menus to be played during and outside of business hours, automatically based on a customizable schedule.

- **Multi-Level Menus** – Allow callers to select from a list of options that directs their call to the most appropriate person or department. 14 fully-customizable multilevel menus offer intuitive, consistent navigation for your callers for even the largest organizations.
- **Flexible Announcement Presentation** – Create different announcements and menus on demand – for outside business hours or during weekends and holidays.
- **Dial-By-Name or Extension** – Enable callers to identify and dial organizations or individuals directly by simply entering the first few letters of their names or extension. The option to transfer directly to a voice mailbox further reduces the need for a live receptionist.

Manage Premium Attendant through our web-based CommPortal

