@COM DATASHEET

Automated Attendant (IVR)

Press 1 for Sales and 2 for Service…

Welcome at our company…
1) Press 1 for Sales…
2) Press 2 for Service…
3) Press 3 for Administration…
0) Or press 0 for the Operator…

General Information

The optional automated attendant feature offers elaborate functions for presenting interactive voice menus to callers dialing a certain number.

By introducing an automated attendant you can tremendously decrease the workload of the telephony operator(s) in your company, saving you money and time.

The automated attendant lets callers control their destination/route to the person they would like to speak to, by pressing keys on their phone. For example, when they press the "1" key on their keypad their call will be routed to the Sales department, whilst pressing "2" will route their call to the "Service" department.

The automated attendant feature is optional, but fully integrated into the @COM Business Manager and therefore does not require any additional hard or software.

General Specifications

What is an Automated Attendant?

The automated attendant is feature in which an interactive voice processor automates many of the functions of a human attendant, answering an incoming call and prompting the caller through a series of spoken menu options to directly route their call to a department, extension, ACD queue or even external phone numbers through simple touchtone input.

Below is a list of common routing steps that are components of an automated attendant. Any other routing steps would probably be more suitable to an Interactive Voice Response System (IVR):

- Transfer to Extension
- Transfer to a Hunt group (i.e. Department)
- Transfer to Voicemail (i.e. Leave a message…)
- Transfer to ACD group
- Play Announcement (i.e. "our address is …")
- Go To a Sub Menu
- Repeat Choices

In addition, an automated attendant also has the following

- Timeout: what to do if the caller does nothing or uses a rotary or other incompatible phone.
- Invalid: what to do if the caller chooses an invalid option.

What is an Interactive Voice Response system?

On a purely technical level it could be argued that an automated attendant is a very simple kind of Interactive Voice Response system (IVR), however in the telecom industry the terms IVR and Auto Attendant are generally considered distinct. An Automated Attendant serves a very specific purpose: To replace or assist the human operator and route calls. Whereas an IVR can perform other functions too, like:

- Telephone banking
- Account inquiries
- Automated Interviews

(These IVR functions are not included in the @COM Automated Attendant.)

Can callers dial by name from a directory?

An AA will often include a directory which allows a caller to dial by name in order to find a user on a system. There is no standard format to these directories, and they can use combinations of first name, last name, or both.

The @COM Business Manager includes this feature in combination with the Voicemail feature where it is known as the "*Voicemail Directory Service*". Please refer to the @COM Business Manager Voicemail Service datasheet for more info.

Technical Specifications

Features & System Limits

Below is a list of all features.
The system limits of an @COM Automated Attendant depend on the @COM model. Check the datasheet of the @COM model for all system limits.

Description

Amount of voice prompts/menus	See datasheet @COM model	
Maximum menu depth (the amount of AA menus you can chain together)	See datasheet @COM model	
Amount of assignable menu options (1,2,3,4,5,6,7,8,9,0,* and #)	See datasheet @COM model	
Adjustable timeout	✓	✓
Assign custom routing on timeout	✓	✓
Assign custom routing on invalid choice	✓	✓
Change Caller ID option	✓	✓
Option to transfer to phone	✓	✓
Option to transfer to hunt group	✓	✓
Option to transfer to ACD group	✓	✓
Option to transfer to Voicemail	✓	✓
Option to play announcement	✓	✓
Option to transfer to other AA	✓	✓
Option to repeat announcement	✓	✓
Configurable via Local Management Tool	✓	✓
Record your own voice prompts	✓	✓