

OneFlex[®] Hosted VoIP Auto Attendant Feature

Overview

Auto Attendant is a feature available with the OneFlex Hosted VoIP product. The following are Auto Attendant's key service features.

Product description

The Auto Attendant feature of OneFlex Hosted VoIP provides business customers with customizable answering and call routing options to manage incoming calls. The customizable options give customers full control over how calls are routed and answered.

How it works

Auto Attendant answers incoming calls using a personalized greeting recorded by the customer records, provides callers with a menu of options and routes the call to a defined extension or mailbox. The following Auto Attendant features help to manage call flow:

- **Customizable greetings and announcements** – Incoming calls can be answered with a greeting you record that is specific to your business. A second greeting can be recorded for after-business hours, to route calls while you are away.
- **Multiple menus** – To route calls within a specific department, incoming calls can be prompted from the main menu to a secondary menu.
- **Intercept mailbox** – Incoming calls can be directed to a pre-determined mailbox under certain conditions, such as dialing "0" after hours.
- **Dial by extension / dial by name** – Allows a caller to direct dial a four-digit extension or search for an employee by entering their name.
- **Configurable work schedules** – Business hours and holidays can be programmed with corresponding greetings and call treatments.
- **Transfer restrictions** – Extensions can be flagged for restriction from Auto Attendant transfers. If the flagged extension is dialed directly from Auto Attendant, the caller will be prompted with an "invalid extension" message and asked to dial another number.
- **Multiple match** – Callers are prompted through multiple names matching original entry.
- **Name confirmation** – Recorded names are played as confirmation to the caller.
- **Escape to operator** – Incoming callers can dial "0" to exit the Auto Attendant menu and to be connected to an operator.

Setup and configuration

Auto Attendant requires initial setup of menus and messages. The result is an ongoing call management program that intelligently connects callers to information and resources. Below are steps for setup and configuration:

1. Qwest configures the Auto Attendant feature at initial installation, or it can be added to an existing OneFlex[™] Hosted VoIP product at a later date. A separate, dedicated telephone number is needed. The telephone number may be in use today, or may be a new telephone number assigned by Qwest. Auto Attendant accepts incoming calls from multiple phone numbers, including 8XX numbers.
2. Prior to configuration, the customer pre-records greetings on the Auto Attendant mailboxes and employees must also pre-record their names into the voice mail system.
3. The customer also customizes their menu so callers have immediate access to the following selections and options:

- **Dial-specific phone number** – Transfers callers to a pre-determined phone number.
 - **Collect extension and transfer within tenant** – A caller is prompted to enter an extension, and is transferred to that extension.
 - **Collect extension and transfer to mailbox** – Incoming callers are prompted to enter an extension. Auto Attendant transfers calls directly to the voice mail box for that extension.
 - **Jump to a new menu / go back to previous menu** – Callers can use their phone key pad to navigate between menus.
 - **Play announcement** – Incoming calls can be directed to a specific menu option to hear customizable announcements, such as directions, fax numbers, business hours, etc.
 - **Mailbox logon** – Employees can choose an option on the menu to log into their voice mail account from an external number.
 - **Announce and disconnect** – Incoming calls are greeted with an announcement played one time, then the call is disconnected.
 - **Dial by name** – A voice prompt guides incoming callers to search for the party they are calling by using their phone key pad to enter their name, searchable by first or last name depending on how it is customized.
 - **Transfer to operator** – Incoming calls are routed to predetermined operator extensions.
 - **Leave message for pre-configured mailbox** – Incoming callers are directed to a group mailbox.
4. Once configured, the customer-recorded greetings and announcements are linked together in a decision tree that routes calls to a final destination. Incoming calls can be routed to a specific extension or person, or to a department/group mailbox.

Product support

Qwest supports configuration changes to Auto Attendant, such as changes to recorded greetings, digit mapping within the decision tree, or retrieving a lost/forgotten voice mail greeting recording number. Qwest is not responsible for adding new employees to the system.

While Qwest continually enhances its products to provide the most robust service possible, please note the following current product limitations:

- Incoming calls cannot escape to the operator once the call enters the voice mail platform. Dialing "0" to exit is only an option within the Auto Attendant menu.
- Auto Attendant is not set up to support different languages at this time.
- Auto Attendant is offered only with the OneFlex® Hosted VoIP product.

Future considerations

- Enhancing the office administrator portal to allow the customer to make their own configuration changes to Auto Attendant.

For more information on Auto Attendant or Qwest OneFlex Hosted VoIP, please contact your Qwest Sales Representative.

OneFlex® Hosted VoIP is available to customers in select areas across the continental U.S., with new locations being added. Minimum one-year term commitment required. Early termination charges may apply. Monthly charge and activation fee based on configuration selected. Long-distance and local toll charges are additional. International charges are additional and vary. Listed rates do not include taxes, incremental charges and surcharges. Separately purchased equipment and Internet access compatible with the service are required. Call for availability and complete details.