



Automated Attendant...Driving Communications Solutions for Business Customers.

Automated Attendant quickly directs callers to the information or department they desire and minimizes employee time spent on the phone. Business offices, businesses with multiple locations, and organizations that need to release information quickly and conveniently to many people are a few of the candidates for Automated Attendant. It is the perfect 'after-hours' solution for your business community.

Key Functions

Automated Attendant directs callers to the appropriate department or individual. You can specify how to treat incoming calls based on the time of day and/or day of the week. After business hours, callers can be directed to Voice Mail.

The service can be used to provide callers with answers to routine questions such as business hours and other general information using recorded announcements.

Business Bundling Idea...Combine Auto Attendant with Other AP Services for a Powerful Solution.

Your business customers providing on-call services can benefit by using Automated Attendant in conjunction with other AP services such as Find Me.

For example, if a caller is looking for a specific technician from the local plumbing and heating business, using their touch tone phone they can access that technician's extension. If that extension is equipped with the Innovative System Find Me service, no matter where the technician is located, the Auto-Attendant activated Find Me will ring up to 6 different phone numbers.

Costly operator assisted after-hour answering services can be replaced with Auto Attendant offering substantial savings for your business customers....and more revenue for you.

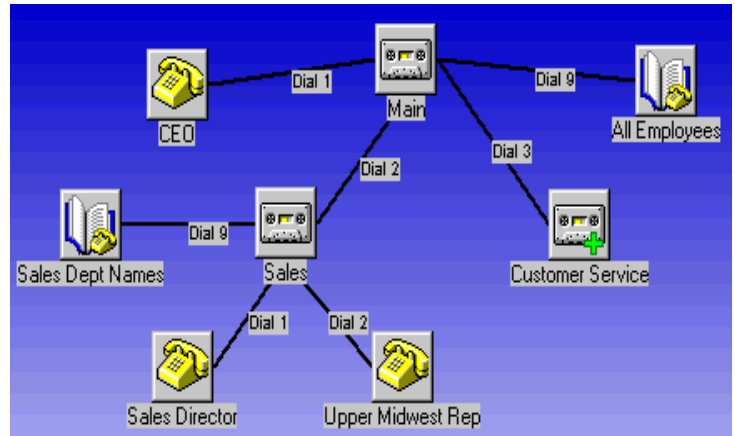


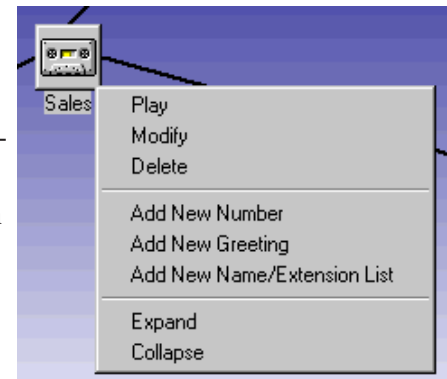
Diagram Of Small Business Auto Attendant

Multi-Level Menu Options

In a typical Auto Attendant configuration, callers will receive a main greeting followed by up to 9 different options. With 2 more option levels available, a customer using Auto Attendant has up to 27 options for unique departments or personnel.

Departmental Flexibility

Each department can easily manage their own greetings, make changes in phone numbers and add new names to the extension list.



Advanced Greeting Options

Target Specific Businesses

- Service Business with Multiple Technicians
- Auto Dealers with Sales Staff
- Hospitals
- Municipal Offices
- School Districts (*business office & homework hotline*)
- Tourist Attractions
- Movie Theatres
- Electric Coops (*or any other coop*)

Automated Attendant Configuration Options

Forward Callers to a Telephone, Greeting or Dial by Name/Extension List.

Play Different Greetings with Up to Five Different Time Intervals.

Activate the Service to Answer Calls During Specific Hours of the Day.

Allow Callers To Dial 0 at Any Time to Reach the Operator.

Play a Special Greetings for Holidays.

Combine Auto Attendant with:

- Voice Mail
- Weather Service
- Find Me Service

Selling a Service is Easier When You Use it Yourself

As with many Innovative Systems services, your company can also benefit by using the Automated Attendant internally. Use it to direct after hours calls to the appropriate announcement, voice mailbox, or on-call technician.

Phone Or Web-Based Administrative Access

Subscribers can manage their Automated Attendant Service using their touch tone phone. Or, you may give them access to manage their own settings via the website www.managemyphone.com*. Subscribers' custom greetings can either be recorded via touch tone phone or they may record wav files on their PC to be loaded into the Automated Attendant Service.

**Requires ISIA.*

