

Unified Messaging Automated Attendant

Professional Business Call Routing

- Automated Receptionist
- Finds Employees by Name or Extension
- Use to route calls after hours and weekends
- Integrates with other APMAX services

Component for Hosted Business Offerings

The versatility of APMAX Auto Attendant is a good fit for your demanding business customers. Time of day routing can send after-hours calls to a multi-layered menu for your customer's support or immediate response teams. If an Automated Attendant is needed to transfer callers into a call center, this service can save the expense of a live operator.

Unique Features

Time of Day Routing

Routing calls to destination number or mailboxes based on time or day of the week gives subscribers options about how calls will flow through the Automated Attendant. The Auto Attendant can also be the first response to callers.

Time and Greeting Specific

The Automated Attendant service can play specific greetings based on the following criteria: Calling Party (NPA/NXX) Wildcards, Holiday, Day of Week, or Time of Day. The service may be configured to be active only at specific times of the day and may have separate settings for each day of the week.

Time-Out Selection

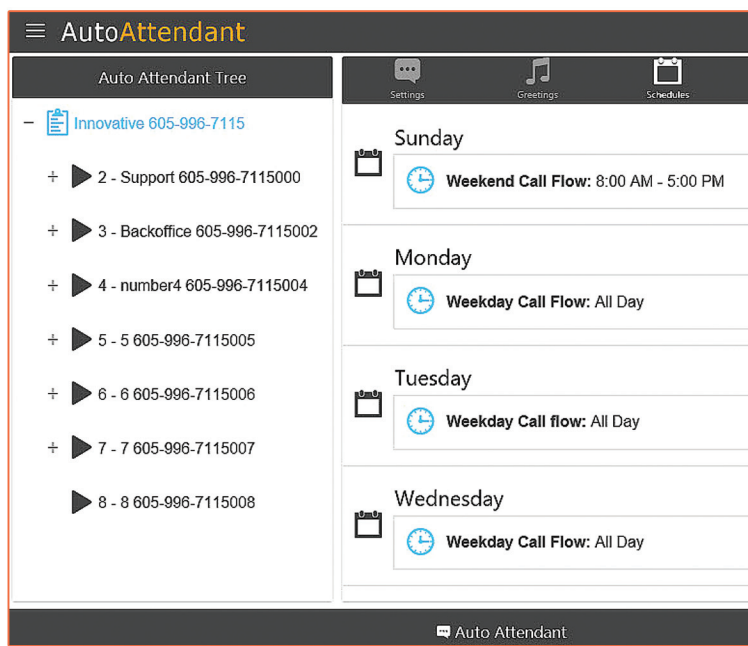
You can configure Auto Attendant to direct a call to a different number if no action is taken.

Statistical Reporting

With the APMAX Report Viewer, service providers can pull Auto Attendant Counts for any Auto Attendant.

Configurable Greeting Nodes

Custom greetings can be configured to play multiple times with configurable wait times before repeating.



Integrates with Other APMAX Services

Automated Attendant can be used in conjunction with other APMAX services such as Single Number service for easy location of essential or on-call staff who are at times only reachable with wireless devices. The notification features contained in the Unified Messaging service such as Voice Messaging to E-mail also enhance Automated Attendant. This service can also be used along with the APMAX Automated Call Distribution service.