



iPBX Auto Attendant

The iPBX Auto Attendant provides enterprises with a powerful and flexible tool to manage inbound calls and deliver them to the intended destination through interactions with the caller. An integral part of the DSCI product offering, the iPBX Auto Attendant does not require any external third-party system.

The iPBX Auto Attendant can either be used as a stand-alone application, or be combined with other DSCI user and group applications to create customized solutions addressing specific business needs.

iPBX Auto Attendant Benefits

Simple Configuration

The group administrator can fully configure the Auto Attendant through any web browser in a few clicks of the mouse.

Flexibility

The iPBX Auto Attendant supports one-key dialing, name dialing, extension dialing and operator dialing. Each is fully configurable by the group administrator.

Auto Provisioning

The iPBX Auto Attendant is always up to date, so name dialing and extension dialing always have automatic access to all users in the group.

Night Service

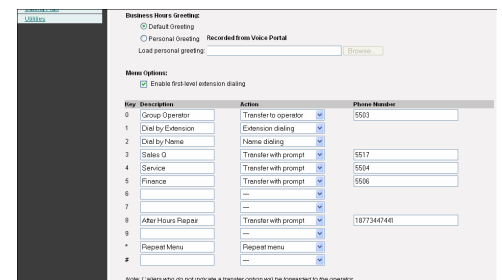
With an embedded night service profile, the iPBX Auto Attendant is automatically activated outside of business hours.

Customized Solutions

The iPBX Auto Attendant can be used in conjunction with other DSCI services to create customized solutions addressing specific business needs.

Multi-location Service

By managing users from multiple sites on the same IVR menu, the iPBX Auto Attendant greatly enhances the effectiveness of “virtual” teams across multiple sites.



iPBX Auto Attendant is easily configured over the web using the iPBX Portal



iPBX Auto Attendant Features

Feature	Feature Description
One-key dialing	Press a pre-defined DTMF key to reach a particular phone number or extension within the group.
Operator dialing	Press a pre-defined DTMF key to reach an operator.
Name dialing	Spell the name of the intended party through the numerical DTMF keypad. Upon identifying a unique match, the caller is played the name of the called party and transferred.
Extension dialing	Enter the extension of the intended party through the numerical DTMF keypad. Once entered, the caller is played the name of the called party and transferred.
Auto provisioning of group users	Moves, adds and changes of users in a group are automatically available to the name dialing and extension dialing functions.
Support of non-DID users	For users without direct inward dial (DID) numbers, the Auto Attendant can receive and route calls to the proper extension by means of the name or extension dialing features.

Feature	Feature Description
Multi-site support	A single Auto Attendant tree can route calls to geographically dispersed iPBX locations.
Web-based configuration	The group administrator configures the Auto Attendant through a simple and powerful web interface.
Customized menu options	Create customized menu options by associating keys to phone numbers, and record custom greetings to match the menu choices.
Night service	Configure separate greetings and menu options for after hours, and automatically switch to night service at a specific time of day.
DSCI Voice Portal greeting change	The group administrator can record and activate new greetings through the Voice Portal phone interface.
Multi-level menu trees	Connect multiple auto attendants to provide more options and better response.

Typical Auto Attendant Configuration Scenarios

Auto Attendant Configuration Scenarios	Description
Front Office Attendant	Use as the central ingress point for incoming calls to dispatch them to the intended destination via the routing capabilities. Can be used as a substitute for, or in conjunction with, live answer of calls.
Multi-level Attendant	Organize multiple Auto Attendants in a hierarchical fashion to simplify caller navigation. For instance, the highest level Attendant may offer a menu of departments. Each department can then be front-ended by its own Attendant offering a menu of the available options.
Support Center Attendant	Provide first screening of support calls to ensure they are directed to the appropriate expert ("Press 1 for hardware assistance, 2 for software issues...")
Personal Attendant	Configure a user's iPBX Messaging "escape" key to connect to an Auto Attendant. This allows a caller to connect to an Auto Attendant for alternate options rather than leaving a voicemail. The Auto Attendant can either be for the company, a department, or a personal menu created for the particular user.



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