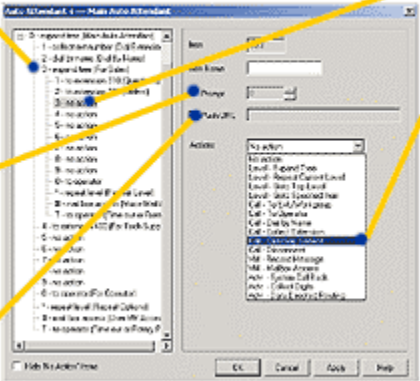


AltiGen Phone Systems

Auto Attendant

Auto Attendant

The AltiGen Auto Attendant may be used as a primary interface for incoming calls with backup provided by a live operator. Inversely an auto attendant can support a live operator in a rollover implementation when call volumes are high. Auto Attendants are often used for lunch and off-hour support. Callers using an AltiGen Automated Attendant can key in a specific extension or dial by name to quickly and easily reach their intended party or destination. AltiGen's Auto Attendant is easy to use, with call menus that will usher callers to their destination.



Levels can be expanded to offer multiple choices (ex., "To order a product press 1, to check the status of an order press 2")

Record a custom prompt or use one of 300 prompts included with every AltiGen system

AltiGen's Auto Attendant can be integrated with E-Commerce initiatives or web page integration to automatically deliver web pages to inbound callers

Simply click a branch, then choose a function to easily build a powerful routing tool for callers

This auto attendant prompt might say... "Thank you for calling Acme Supply Company. If you know the extension of the person you are trying to reach please dial it now or press 2 to dial by name... To reach a Sales representative, press 3... for customer service press 4 ... to reach an operator press 0 or stay on the line."

A common use of the Auto Attendant is for after-hour and weekend support. Our Auto Attendant can be used to reach personnel or to help relay company or product information. Think of it as a Receptionist that answers calls when you're busy. Working 24 Hours a day, 365 days a year.

Many companies with a live operator augment the access for employees and frequent callers via a separate access number. In this way, Auto Attendant can be used to relay company information or allow callers to direct themselves to a specific users extension voicemail and allow the operator to focus on better service to customer calls.

AltiServ also provides 255 separate auto attendants, making it ideal for shared facility or shared-tenant call routing.

Features include:

- Automated receptionist support that answers calls 24 Hours a day, 365 days a year.
- Multiple Auto Attendants can operate simultaneously as primary interfaces or as backups to receptionist, individuals, and departments.
- Easy-to-use call menus, including dialing by name, department, or through a receptionist, guide callers to their destination.
- Self directed escorting of callers through the call menus combining power with ease of use.
- 255 Auto Attendant menus available, each providing powerful-scripted menus for call handling and information collection.

- Unlimited Programmable Sub-Level Menus direct callers to a specific department or information by providing more options following menu choices.
- Single or Multiple Auto Attendants can operate on schedules to process calls, routing calls differently for different times of the day, or days of the week.
- Can be used in tandem with AltiGen's primary AltiConsole®, a special operator's console for robust call management.
- Directs incoming calls, routing them based on calling line or caller ID information.
- Offers simple to use Dial By Name and Name Directory Service for enhanced routing option to callers.
- Permits interactive voice prompts which can be combined with AltiGen Partner and System Integrator applications for enhanced call routing.
- Functioning as an Information Desk, can offer answers to commonly asked questions through Information-Only or Message-Only mailboxes.

Data Directed Routing "Self directed routing based on Caller Digit input"

Many businesses have the need to have calls routing based on caller input or would like the caller to be able to provide routing information to self-rout. This can eliminate the need for employees to interact with callers for Frequently Asked Questions. AltiGen systems have a solution to this common communications challenge.

Example 1 – A business wants calls routed based on area codes so that callers that want to find the address and contact information of the nearest service center can do so easily and efficiently. In this example a caller calls ABC company and hears an Auto Attendant greeting " Thank you for calling, if you know the extension of the party you wish to speak to please dial it now or press 1 to dial by name..... to search for a Service Center in your area press 2"..... Upon pressing 2, the caller will hear a prompt " please enter your 3 digit area code now".

The Auto Attendant collects the digits (IVR data) and sends them to the Call Router (Data Directed Routing) where the Call Router will process the data and route accordingly. In this example you might group and match area codes to the nearest service center and have callers transferred to the a specific mailbox that is set as an "Information only" mailbox to deliver address and phone number of nearest center. (callers could also be connected directly to the service center if desired)

The options and applications for this kind of routing can be as varied as the businesses needs. The target routing in this example could be changed in many ways - to route to a live person or a workgroup for example. Equally as flexible is the meaning of the data - it could be related to numbers codes from an advertising campaign or from a company web site corresponding to a product.