

Iristel's Auto Attendant provides your enterprise with a powerful and flexible tool to manage inbound calls and deliver them to the intended destination through interactions with the caller. The Iristel Auto Attendant is an integral part of the Iristel product offering and does not require any external third-party hardware or technical assistance.

# Iristel Hosted PBX and Auto Attendant

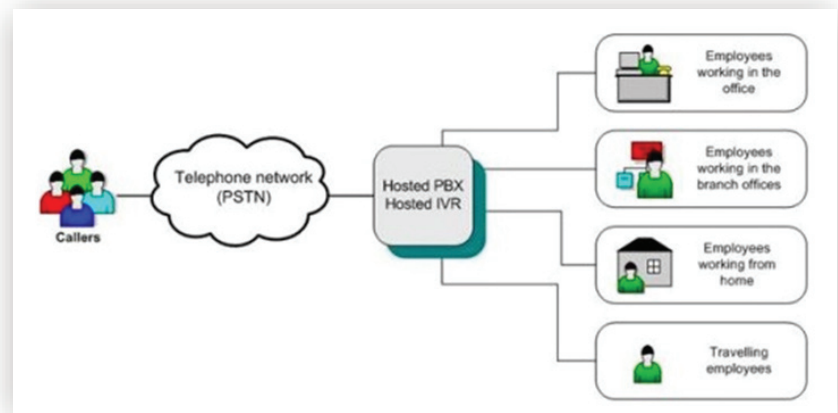
Iristel's Hosted Auto Attendant can either be used as a stand-alone application or combined with other Iristel applications to create customized solutions that address your specific business needs.

Iristel's Hosted PBX solution not only eliminates the need for extensive investments in traditional PBX systems, it will also remove the need for regular PBX maintenance fees, hardware upgrades and technical visits via the hosting of your PBX. PBX maintenance now becomes Iristel's responsibility and these costs are imputed in Iristel's monthly Hosted PBX fees.

## **Iristel will manage your company's IVR and PBX needs, including:**

- The routing of calls to the appropriate IP Phone
- Handling the features associated with each extension on your system
- Ongoing maintenance and management of your voicemail server, PBX and Auto Attendant

In addition to eliminating most of your upfront investments as well as your regular maintenance fees of operating a traditional PBX, Iristel will improve your company's telecommunications flexibility by expanding your network, VPN and extension dialing capabilities to off-site and mobile locations as well.



## **Features Include:**

- Dialing by Name and Extension
- Auto-provisioning of group users
- Support of Non-Direct Inbound Dialing (DID) users
- Web-based configuration
- Integrate with Front Office, Group Personalized Mailbox, Multi-level Attendant and Support Centres
- Customizable greeting can be modified through a Voice Portal or Web

## **Auto Attendant Call Routing Capabilities**

The Iristel Auto Attendant is reached by dialing an associated phone number or an extension.

Once connected to the Auto Attendant, the caller listens to a menu of options to complete call routing.



Iristel's Hosted Auto Attendant will enable your company to save on the initial PBX investment as well as monthly maintenance fees while, simultaneously, enhancing your system's flexibility by including off-site locations under the same Auto-Attendant umbrella.

Get the power  
and flexibility  
your company needs in a  
leading edge Auto Attendant  
system – get Iristel.

Find out more at [www.iristel.ca](http://www.iristel.ca) or call us today 1-866-779-IRIS (4747)

The menu is configurable by the group administrator and can provide up to nine options to the caller, including:

- One-key Dialing – Press a pre-defined Dual Tone Multi-Frequency (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 hears the name of the called party and is transferred.
- Extension Dialing – Enter the extension of the intended party through the numerical DTMF keypad. Upon collecting the full extension, the caller is played the name of the called party and is transferred.
- Multi-Site Support – The Iristel Auto Attendant leverages the intrinsic multilocation enterprise capabilities of the Iristel platform to offer transparent support of geographically distributed groups.

### Support of Non-DID Users

In addition to supporting users with their own DIDs, the Iristel Auto Attendant supports users who do not have an external public directory number.

While these users can originate calls, the Auto Attendant allows them to receive external calls. Calls are made to the Auto Attendant, where the caller then uses the predefined routing capabilities to connect to the desired user.

This allows more flexibility for the group administrator to create and delete users and, in many cases, limit the costs associated with obtaining DID numbers.

### Web-based Configuration

The group administrator configures the Auto Attendant through a simple and powerful web interface.

Option Configuration – The following options are provided on the Iristel attendant configuration page:

- Greeting – The group administrator selects the default Auto Attendant greeting or uploads a customized greeting that matches available options.
- Default Menu Options – Group administrator can assign keys to the default menu options of the Auto Attendant (operator, name and extension dialing).
- Customized Menu Options – Group administrator creates customized menu options by associating keys to phone numbers.

### Benefits

- Simplistic Configuration – Administrator can fully configure the Auto Attendant through any web browser with a few clicks of the mouse.
- Flexibility – The Iristel Auto Attendant supports one-key dialing, name dialing, extension dialing and operator dialing. Each is fully configurable by the group administrator.
- Night Service – An embedded night service profile is automatically activated outside of normal business hours.
- Attendant Types – Iristel Auto Attendant can be used in conjunction with other Iristel services to create customized solutions addressing specific business needs.
- Multi-Location Service – Iristel Auto Attendant manages users from multiple sites on the same IVR menu. This capability greatly enhances the use of “virtual” teams across multiple-locations to solve problems.