

BroadWorks® Auto Attendant

The BroadWorks 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. The BroadWorks Auto Attendant is an integral part of the BroadWorks product offering and does not require any external third-party system.

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

FEATURES

- Name Dialing
- Extension Dialing
- Auto provisioning of group users
- Support of non-DID users
- Web-based configuration
- Integrate with other services
 - Front office
 - Group personalized mailbox
 - Multi-level attendant
 - Support centers
- Greeting change through Voice Portal or Web

Auto Attendant Call Routing Capabilities

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

Once connected to the Auto Attendant the caller is played a greeting providing a menu of options to complete call routing.

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 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. Upon collecting the full extension, the caller is played the name of the called party and transferred.
- *Auto provisioning of group users* – The moves, adds and changes of users in a group are automatically available to the name dialing and extension dialing functions. Access to the current users of the group is always available.

- *Multi-Site Support* – The BroadWorks Auto Attendant leverages the intrinsic multi-location enterprise capabilities of the BroadWorks platform to offer a transparent support of geographically distributed groups.

Support of Non-DID Users

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

While these users can originate calls normally, the Auto Attendant allows them to receive external calls. Calls are made to the Auto Attendant, where the caller then uses the routing capabilities described above to terminate the call to the desired user.

This allows more flexibility to 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 BroadWorks attendant configuration page:

- *Greeting* – The group administrator can select the default Auto Attendant greeting or upload a customized greeting that matches the available options.
- *Default menu options* – The group administrator can assign keys to the default menu options of the Auto Attendant (operator, name and extension dialing).
- *Customized menu options* – The group administrator can create customized menu options by associating keys to phone numbers.

Greeting:
 Default Greeting. Personal Greeting.

Browse for a new greeting:

Menu Options:

Key	Description	Action	Number
0		Transfer to operator	9157
1		Extension dialing	
2		Name dialing	
3	Mike Towers	Transfer with prompt	9158
4	Nancy Simms	Transfer with prompt	9155
5	Michelle Smith	Transfer with prompt	9156
6		—	
7		—	
8		—	
9		—	
*		—	
#		—	

Note: Callers who do not indicate a transfer option will be forwarded to the operator.

Night service – The BroadWorks Auto Attendant supports an embedded night service configuration. When configuring the attendant, the group administrator can select the normal hours of operation, and configure an entirely different greeting and option menu that are utilized outside of business hours.

BroadWorks Voice Portal greeting change - The group administrator can record new greeting menus through the Voice Portal phone interface. This automatically provisions the newly recorded greeting as the active greeting for the attendant.

Attendant Types

The BroadWorks Auto Attendant is considered another user in the customer group. As such, it can:

- Have assigned services
- Receive calls from other users
- Transfer calls to other users
- Deflect calls to other users

The Auto Attendant can be combined with any other BroadWorks services to easily create powerful solutions that fit the specific business applications.

Front office attendant – Front office is the most natural application of the Auto Attendant service. The attendant is used as the central ingress point for incoming calls and dispatches them to the intended destination via the routing capabilities. The group administrator needs only to assign a direct inward dialing (DID) number to the auto-attendant and configure business hours and after-hours profiles.

Alternately, the company receptionist or any user of the group can forward calls to the attendant outside of business hours to provide an automated access to the company directory.

Mailbox attendant – In the case where users are sharing groups of lines, such as a key system deployment, the attendant allows users to have their own mailboxes where messages can be left. This is achieved by directing overflow calls (busy, no-answer, night service) to the Auto Attendant, where the caller is prompted to select the recipient of the message. Upon selection, the caller is sent to a mailbox owned by the recipient.

Multi-level attendant – There can be multiple Auto Attendants in a group, and they can be organized in a hierarchical fashion to ease the caller navigation. For instance, the highest level attendant may offer a menu of departments (press 1 for sales, press 2 for marketing, etc), and each department can in turn be front-ended by its own attendant offering a menu of the available functions or employees (press 1 for Joe in the east region, press 2 for Sam in the west region, etc.).

Support Center's attendant – The BroadWorks attendant can easily be configured to provide a first screening of support calls to ensure they are directed to the appropriate subject matter expert (press 1 for a problem with your phone, press 2 for assistance with a service, etc.).

Immediate Voice Mail – One of the choices among an attendant string can include a dedicated voice mailbox for voice messages. This message box is a simple configuration of the BroadWorks voice messaging system.

Personal attendant – Users who are not available to answer their calls can allow the callers to escape to the Auto Attendant from the voice mail greeting. This way, the caller can elect to leave a message for the called party, or transfer to the attendant to attempt to reach an alternate destination within the same call session. In this scenario, users can configure their voice mail to escape to a generic front office attendant, or use a personalized Auto Attendant with menu options specifically configured to address their calls.

Summary

The BroadWorks Auto Attendant is a simple and powerful application allowing customers to create attendant types that best match their business requirements.

As a standalone application, its embedded name dialing, extension dialing, and night service capabilities can support front-office applications with minimal configuration and customization. Its auto provisioning capabilities further facilitate its use and maintenance.

When combined with other BroadWorks applications, the Auto Attendant provides a powerful building block to create sophisticated solutions that address the unique business requirements of each enterprise.

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 BroadWorks Auto Attendant supports one-key dialing, name dialing, extension dialing and operator dialing. Each is fully configurable by the group administrator.
- **Auto Provisioning** – The BroadWorks Auto Attendant is always up to date with the users making up the group so name dialing and extension dialing always have access to all users in the group automatically.
- **Night Service** – The BroadWorks Auto Attendant features an embedded night service profile that is automatically activated outside of business hours.
- **Attendant Types** – The BroadWorks Auto Attendant can be used in conjunction with other BroadWorks service to create customized solutions addressing specific business needs.
- **Multi-Location Service** – The BroadWorks Auto Attendant can manage users from multiple sites on the same IVR menu. This capability greatly enhances the use of “virtual” teams across multiple-locations to solve problems.
- **Service Chaining** – The BroadWorks Auto Attendant can be combined with other BroadWorks enhanced services for added functionality.