inContact Auto-Attendant
Enhanced voice mail for agent and contact center staff

inContact Auto Attendant provides Corporate Directory and Voice mail Management features, is tightly integrated with the inContact platform and is a self-service call management solution for contact center agents and non-agent end-users

Corporate Directory

Create and manage your corporate directory online using intuitive, simple tools. Make administrative updates and changes to your company's directory quickly, efficiently without involving the IT department.

Auto-Attendant can also save time and confusion when it comes to the creation of unique phone extensions by automatically generating and assigning the numbers -- eliminating duplicate extensions and wasted admin time and resources.

Voice mail Management

Auto-Attendant online management tools enable agents and other contact center staff to configure and set-up their voice mail to meet their individual needs. With options that include delivering voice mail by email, directly to your phone or to your inContact Agent Console, staying in-touch has never been easier or more convenient.

Enhanced Functionality

- **Transfer inbound callers without live intervention**: the Auto Attendant system automatically transfers calls to both agents and non-agents without the need of a receptionist or other intervention.

- **Enhanced PBX functionality**: Dial-by-name, Dial-by-extension, DNIS or company directory. Auto-Attendant enables calls to be transferred to an agent based on the pre-determined call prompt and the needed response, and can be customized for individual customer needs.

- **Improved VM management**: voice mails can be accessed, forwarded, deleted and managed through the web interface – eliminating the need to dial into a number for voice mail retrieval and/or management.

- **Route calls to non-agents**: ability to route calls to non-contact center agents and other personnel in an efficient and secure manner.

Key Features

- Seamless integration with the inContact ACD.

- Transfer inbound callers without live intervention.

- Centralized voice mail.

- Dial-by-name, Dial-by-extension, DNIS or company directory.

- Provides a unified experience to all callers.

- Connects to mixed telephony and connectivity models.

- Manageable outside of the Central platform.

- **Bulk Upload**: multiple user contact names / numbers can be added to the Auto-Attendant system - saving admin time and resources.

- **Two-Step Authentication**: enhanced 2-step security process for user creation and set-up ensures user names and numbers stay secure.

- **Auditing and Logging of User and System Events**: improved web user interface keeps data auditing and password information secure.

- **Custom Record Viewing / Paging Capability**: intuitive web interface enables simultaneous, multiple records look-up.

- **Enhanced Website Access Security**: user passwords are stored inside a secure database.

- **Dialing Options / Customized Routing**: Auto-Attendant enables Dialing-by-Name, Dialing-by-Extension, and Direct Dial-in for agents/ non-agent options and can be customized per a customer's needs.

- **Automatic Extension Assignment**: quickly, effortlessly assign user extensions with the click of a button via the web-based user interface.

- **Out-Of-Office / Unavailable Call Routing**: quick, easy set-up and designation of alternate, back-up phone numbers and extensions to ensure calls are routed directly to another agent / non-agent when a known user is out-of-the-office or unavailable.

- **Multiple Options for Voice mail Access**: voice mails can be accessed via email, phone or from a web browser for quick, convenient access.

Benefits

- Auto-Attendant provides fast, efficient call management response.

- Auto-Attendant offers flexible user record and voice mail access without human intervention or additional modification.

- Auto-Attendant is purposely designed to accommodate businesses using mixed telephony equipment and connectivity models (e.g. dedicated, switched, and VoIP) for maximum ease-of-use and call management performance.

- The intuitive Auto-Attendant user interface makes accessing the system easily to engage and use.

- Auto-Attendant is quick, easy to set-up and configure.