

Flexible, reliable automated call handling with Easy Attendant

Easy Attendant service offers powerful capabilities for meeting the needs of your customers, improving the productivity of your employees, and controlling costs.

Similar to a live operator, Easy Attendant directs incoming callers to the appropriate department or employee. Ensure your customers' calls will be handled effectively 24 hours a day, 7 days a week.

Take Control of your inbound calls with a host of features – all are easily managed through our web-based CommPortal or by phone.

Business administrators can easily configure a menu to be played to their callers – for example:

"Welcome to Bob's Tires. To hear directions to our store, press 1. To hear our opening hours, press 2. If you know the extension of the person you're trying to reach, press 3, and then enter the extension followed by the pound key. Or, to reach an operator, please press 0."

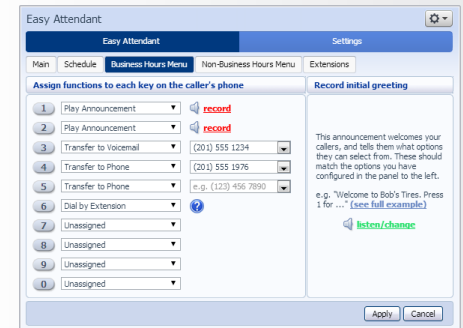
Depending on the options that the business wishes to offer, callers can use their telephone keypad to:

- Listen to recorded messages
- Transfer to specific departments or individuals - including the ability to dial by extension
- Transfer directly to a voicemail account and leave a message

For additional features and capabilities, ask about our Premium Attendant service.



Manage Easy Attendant through our web-based CommPortal



We offer easy purchase options — order Easy Attendant by itself or bundled with our Hosted IP PBX or Unified Communications packages.

Easy Attendant is compatible with your existing phone system, so no additional equipment is needed.

Quickly and easily create a professional, customer-friendly image for your business today!

Easy Attendant is Built on Metaswitch, a leading global provider of telecommunications technology.

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