

Flexible, reliable automated call handling with Premium Attendant

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

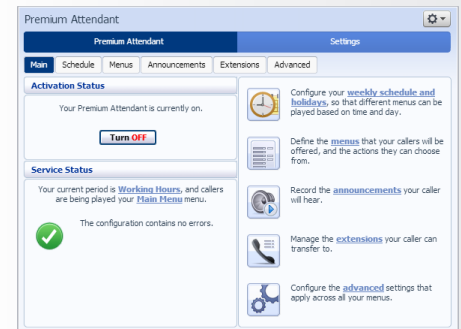
Engineered to simulate a live operator, Premium Attendant directs incoming callers to the appropriate department or employee. Ensure your customers' calls will be handled effectively 24 hours a day, 7 days a week.

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

- **Multi-Level Menus** — Allow callers to select from a list of options that directs their call to the most appropriate person or department. 150 fully-customizable multi level menus offer intuitive, consistent navigation for your callers for even the largest organizations.
- **Flexible Announcement Presentation** — Different announcements and menus on demand outside business hours or during weekends and holidays
- **Dial-By-Name or Extension** — Enable callers to identify and dial organizations or individuals directly by simply entering the first few letters of their names or extension. The option to transfer directly to a voice mailbox further reduces the need for a live receptionist.
- **Easy Set-Up and Administration** — Configure and monitor your Premium Attendant through CommPortal or by phone. Benefit from multiple administration options to configure schedules, recordings, and call trees.



Manage Premium 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.

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

Create a professional, customer-friendly image for your business today!

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

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