



### **Inbound Automated Attendant** **Features**

The Inbound Automated Attendant can answer your telephone in a variety of ways to provide information, transfer callers, or take voice messages:

- 1) With only a greeting and message.
  - 2) With a greeting, message, and voice mail.
  - 3) With a greeting and menu choices.
  - 4) With a greeting, menu choices, and voice mail.
  - 5) With a greeting, menu choices, voice mail, and call transfers.
  - 6) With any other combination of the above options.
- Menu choices may be 1,2,3,4,5,6,7,8,9, and 0.
  - You may have up to 10,000 voice mailboxes. Callers may enter the voice mailbox number (from 1 to 5 digits), or if they do not know the number, they may search by name or by listing.
  - Callers may be transferred to another telephone number, if you have “3-way calling”, “Centrex”, or “Call Transfer Disconnect” service from your local telephone company. Users may turn the call transfer “on” or “off”. If call transfer is “off”, the call will go directly to voice mail, but if call transfer is “on”, the call will be transferred to dial a telephone number. When answered, the call will be disconnected from your system’s phone line(s) if you have “Centrex”, though if you have “3-way calling”, that line will stay in use. When a call is transferred and there is no answer or it’s busy, the call will then go to the user’s voice mailbox for the caller to leave a voice message. At any time, you may call in from any location and change the telephone number where calls are to be transferred.
  - You may record or listen to greetings, menus, information, and messages by telephone or through the speaker and sound system.
  - The Inbound Automated Attendant may operate at the same time as the Outbound Auto Dialing, if using separate telephone lines.
  - Multi-Messenger systems can handle up to 96 telephone lines simultaneously with T-1 or 24-Line analog telephone service.

