



## Clearspan Auto Attendant

### Product Overview

Clearspan Auto Attendant is an integrated application that provides enterprises with the ability to manage inbound calls and deliver them to the intended destination through automated interactions with the caller. The Auto Attendant leverages the intrinsic multi-location enterprise capabilities of the platform to offer transparent support of geographically distributed users.

From a network perspective, Clearspan Auto Attendant is considered another user with a designated direct inward dialing (DID) number and as such it can:

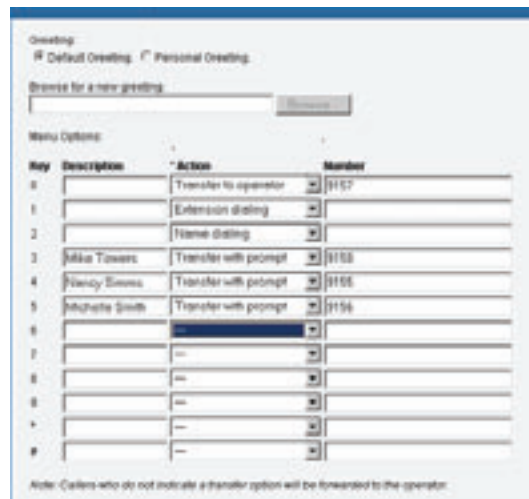
- » Have assigned services
- » Receive calls from other users
- » Transfer calls to other users
- » Deflect calls to other users

In addition to supporting users with DIDs, the Auto Attendant supports users who do not have an external public directory number (DID). While these users can make outbound calls normally, the Auto Attendant allows them to receive inbound calls as well. Calls are made to the Auto Attendant, where the caller then uses the attendant's routing capabilities to terminate the call to the desired user within the organization

### Deployment & Configuration

Clearspan Auto Attendant is a software-based application that is tightly integrated with the Clearspan platform. Once installed, the enterprise group administrator configures the Auto Attendant through a web interface. The following options are provided to the group administrator on the Auto Attendant configuration page:

- » Greeting – Select the default Auto Attendant greeting or upload a customized greeting that matches the available options.
- » Default menu options – Assign keys to the default menu options of the Auto Attendant (operator, name and extension dialing).
- » Customized menu options – Create customized menu options by associating keys to phone numbers.



Clearspan Auto Attendant supports front-office applications with minimal configuration and customization. When used in conjunction with other Clearspan applications it provides a powerful building block to create specific, sophisticated solutions.

The Clearspan solution embodies the true meaning of Unified Communications, combining all end-user communication tools into a single, integrated, enterprise-wide infrastructure accessible from any device for dramatically increased productivity.

Add Auto Attendant to the network through a simple software license file with no costly hardware upgrades. All Clearspan applications run on the same platform, use a common interface, and can be added to the network at anytime. Easily deployed and managed, it provides immediate impact.

## Clearspan Auto Attendant Key Capabilities

Clearspan Auto Attendant is reached normally by dialing an associated phone number (DID) 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 table below represents a sampling of the key routing capabilities of Clearspan Auto Attendant.

## Clearspan Auto Attendant Key Routing Capabilities

Capability	Description
One-Key Dialing	Press a pre-defined key to reach a particular phone number or extension within the group.
One-Key Dialing – Operator Dialing	Press a pre-defined key to reach an operator
Name Dialing	Spell the name of the intended party through the numerical keypad. Upon identifying a unique match, the caller is played the name of the called party and transferred.
Name Dialing – Extension Dialing	Enter the extension of the intended party through the numerical keypad. Upon collecting the full extension, the caller is played the name of the called party and transferred.
Name Dialing – Extension Dialing – Auto Provisioning of Group Users	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.

## Common Auto-Attendant Business Applications

Auto Attendant can either be used as a stand-alone application, or be combined with other Clearspan applications to create customized solutions that address specific business needs. The following are examples of common Auto Attendant business applications:

- » **Front office attendant** - The attendant is used as the central ingress point for incoming calls and dispatches them to the intended destination via the routing capabilities. 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 individual mailboxes where messages can be left. Overflow calls (busy, no-answer, night service) are directed 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 auto attendant provides 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 Clearspan voice messaging system.
- » **Personal attendant** – Users who are not available to answer 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.

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