

# Hosted PBX – Auto Attendant & IVR System



The Auto Attendant & IVR (*Interactive Voice Response*) technology allows callers to direct their calls based on voice commands or system phone prompts.

If implemented correctly, the Auto Attendant system can streamline communications and efficiently direct inbound calls saving both the external caller's time and reducing the multiple handling of calls and annoying transfers.

Auto Attendants are also used to manage the After Hours and Holiday's messaging and call routing.

1Cloud Voice & Data offers three default Auto Attendant settings which suit the majority of business operations and each setting varies in complexity (Simple, Intermediate & Complex).

If these default settings don't quite fit with your exact business requirements, then we can discuss this with you and customise a solution to suit. Additional setup charges may apply for a customised solution and will be priced on application.

## Business Hours Auto Attendant Configurations:

### Simple Configuration



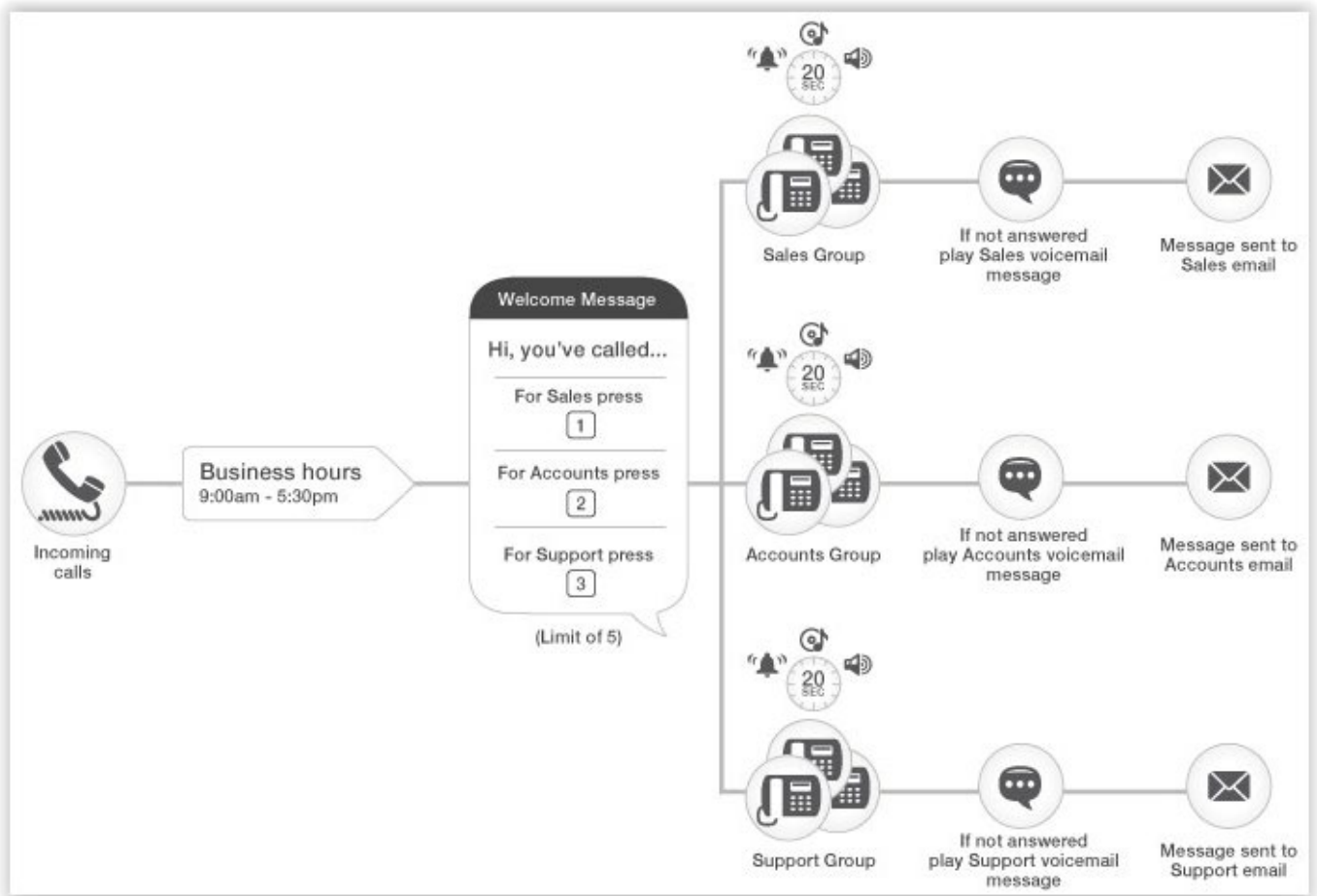
**1300 87 99 88**

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## Intermediate Configuration



## Complex Configuration



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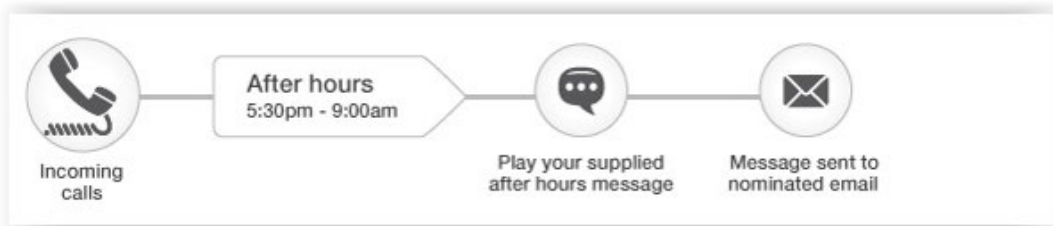


## After Hours & Holiday Auto Attendant Configurations:

Note: The activation of the After-Hours message and routing can be set to activate/deactivate either Manually from your IP Handset(s) at site, or Automatically via the HPBX system based on designated days and times.

For specific Holiday message and routing, you will control the activation/deactivation Manually from your IP Handset(s) at site.

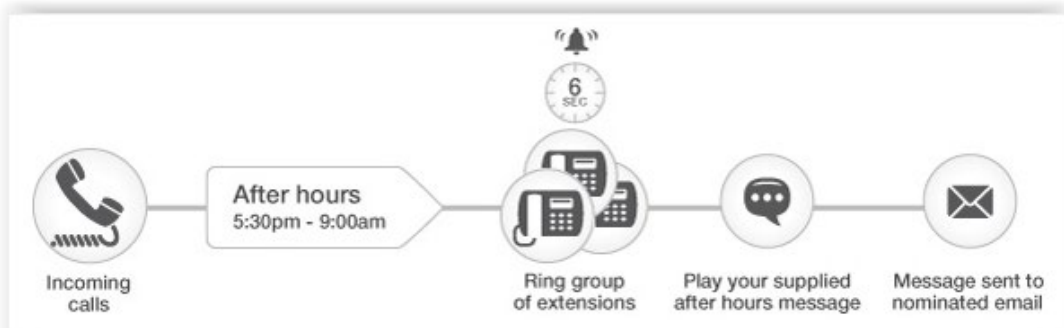
### Option 1



### Option 2



### Option 3



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