VTSL
Hosted Communications

AUTO ATTENDANT

Allows callers to be automatically transferred without the intervention of an operator or receptionist

VTSL's Multi-Level Auto Attendant enables callers to transfer without the intervention of an operator. For example: *Please press 1 for Accounts*, *2 for Sales and 3 for Shipping*. With VTSL, you can choose a particular department, call group, operator, desk phone, mobile phone, other Auto Attendant, and/or other locations as options for your callers to select from.

✓ Callers are assisted quicker

With VTSL's Auto Attendant, callers can speak directly to the required department simply with the press of a button.

✓ Staff work more efficiently

Staff only receive calls relevant to them, saving time.

✓ Options are easily managed in the portal

Adjust selection options, time of day settings and more in the VTSL Portal.
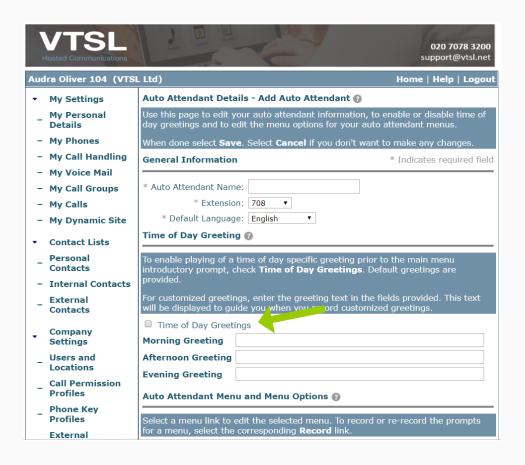
✓ One main phone number

There is no need for multiple published phone numbers for different departments. They can all be reached via one number.

✓ Calls can be routed anywhere

If your entire accounts team is out of the office, you could change the auto-attendant 'Accounts' selection to go to someone's mobile.

Easily create an auto attendant in the VTSL Portal. Choose your name, extension and whether you want the initial greeting to change depending on the time of day.

Create up to 12 different menu options for callers to choose from. Callers can be sent to an extension, call group, a individual phone number and more. 'Details' describe the options, and 'Wording for Prompt' allows you to write what you want to say when you do your recording. Your recordings are done on your office phone and you are guided through instructions.