

UniVoIP's Sophisticated Auto Attendant Creates Opportunities

The auto attendant service acts as a virtual receptionist that powers successful business operations. With call answering, greeting and routing,



UniVoIP's auto attendant promises a consistently positive and professional experience for callers, making it more likely for them to do business with you. Customize your virtual receptionist preferences so that all calls are routed appropriately and met with the attention each caller deserves.

Benefits of an Auto Attendant:

- Have unlimited individual auto attendants and submenus so that each phone number has its own path.
- Allow for call roll over to other users with unlimited call groups.
- Handle all callers with the same professional experience as UniVoIP's auto attendant follows rules flawlessly and routes calls logically.
- Add company branding voiceover recordings in language of choice when callers are re-directed to another department instead of hold music or radio silence.
- Define business hours to manage customer expectations of service deliverability.
- Integrate incoming calls with third-party apps such as Salesforce and other CRMs to easily manage and monitor caller interactions.
- Reduce overhead expenses by eliminating the need for a full-time receptionist.

5-STAR CUSTOMER SERVICE AND PROFESSIONALITY GUARANTEED

Every size business can create the appearance of a large company with multiple departments and 5-star customer service. Simply leverage UniVoIP's auto attendant and its critical customizable preferences to welcome callers with personalized greetings, filter and manage call flow, and route callers to the appropriate person best suited to meet their needs.

"The system was able to direct each call with ease and met our callers with the immediate attention they deserved. It was really important that our phone system could help manage all of the calls going in and out as our programs and patients depend on events like that."

– Tania Bhattacharyya,
New Directions for Women