



Auto Attendant

Using customisable introduction and main menu prompts, Auto Attendant ensures great customer service by effortlessly connecting your callers to the right department.

Using DTMF (Dual Tone Multi-Frequency) keypress, callers can quickly select their chosen department; to not only reduce your manpower costs but to enhance the professionalism of your inbound call handling service too. Using our web portal, up to 9 additional departments can be created for callers to select from. Default options can also be provided for callers choosing not to select a department. What's more, by providing different departments with multiple destination numbers, calls can continue to route until agents are available to answer.

Full RNP functionality for each department

- Call Recording
- CLI Presentation
- Mid call transfer
- Voicemail
- Missed call alerts
- Whisper & Greeting messages

Multi-Level Advanced Solution

Our fully customisable IVR solution with multi-level options, including the ability to transfer calls to our feature-rich suite of call handling solutions, can enhance your call centre operations even further. Please see our Virtual Receptionist product sheet or contact your NSL account manager for further information.

Key Benefits

- Flexible, fully configurable working hours
- Prompt repeat when no option is selected
- Reduce your manpower costs
- Encrypt recordings for additional security
- Clone numbers to simplify service set up
- Dedicated reporting

Allow your customers to connect to their chosen department with our Auto Attendant feature. Speak to the NSL team today.