



GigTel UCaaS Feature: Auto Attendant

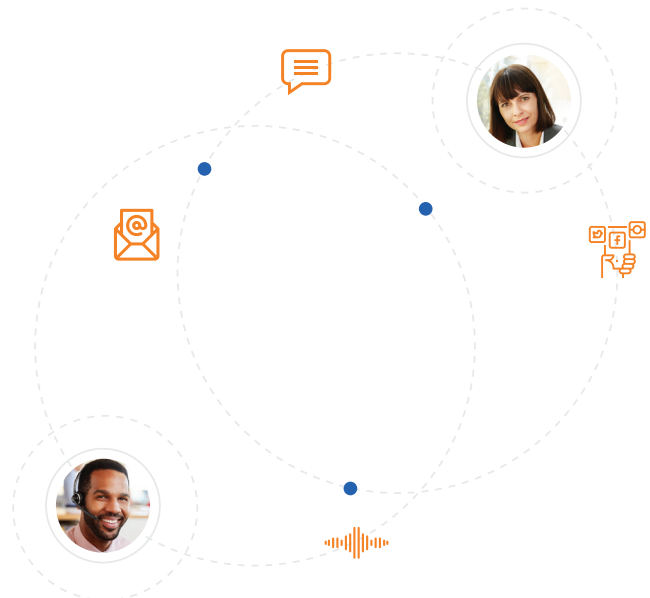
With GigTel, you can avoid the expense of a full-time receptionist and still provide callers with a top-notch experience.

GigTel's Unified Communications solution includes a multi-tiered Auto Attendant which serves as a "virtual receptionist" that routes calls to the right employee, department, location, or any phone/anywhere. It can also provide answers to frequently asked questions, address information, offer updates for events and services, or simply play music and comfort messages.

With expense reductions, staffing limitations, employee multi-tasking, and customer experience of paramount importance - an Auto Attendant can guarantee a quick, efficient, and courteous solution for inbound callers.

Key benefits:

- ✓ Have unlimited individual Auto Attendants and submenus so that each phone number has its own path.
- ✓ Multi-site support, delivered through a single Auto Attendant making it easy for callers to get to the right resource.
- ✓ Easily adjust your greetings and call flows when weather and holidays impact your hours.
- ✓ Add company branding, music, voiceover recordings, and language options when callers are re-directed or sent to a queue.
- ✓ 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.



Why GigTel?

As part of the Endeavor Communications portfolio, we've been leading and innovating in the telecom sector for over 70 years.



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Scan to view a video demo:

Unlimited opportunities for any size business!

GigTel customers can create an unlimited number of Auto Attendants to support various time frames such as regular business hours, holidays, evenings, weekends, inclement weather, and special events.



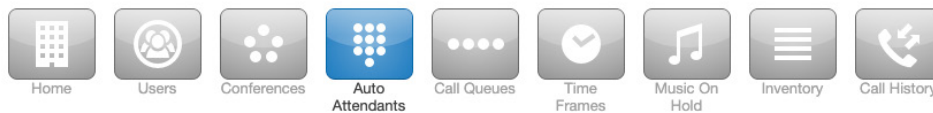
Setting up an Auto Attendant is simple:

1. From any internet-enabled device, log into the GigTel Portal
2. Click *Add New Auto Attendant*, name it, and assign an extension
3. Add an Intro Greeting (text-to-speech, upload, or record)
4. Select the *Time Frame* this Auto Attendant should be active
5. Customize what each key should when selected by a caller

As part of our included 24/7 support, GigTel customizes and updates Attendants upon request!



Apps | English | Erik



Auto Attendants

Auto Attendant Name:

Extension:

Intro Greetings:

Menu Prompt | **Dial Pad Menu**

English |

1 2 3 4 5 6 7 8 9 0 *

Choose a new application:

User | Conference | Call Queue | Directory | Voicemail | Voicemail Management | External Number | Play Message | Repeat Prompt | Add Tier

GigTel delivers a full range of menu prompt applications to streamline call flow and optimize caller experience.

Transform your business with GigTel's cloud-based voice solution.

Visit us online to view seat options, features, and pricing: <https://gigtel.com/products/pricing>.



Your business. Always connected.

We provide the highest quality solutions and a tenacious commitment to our customers.

LEARN MORE AT:

gigtel.com