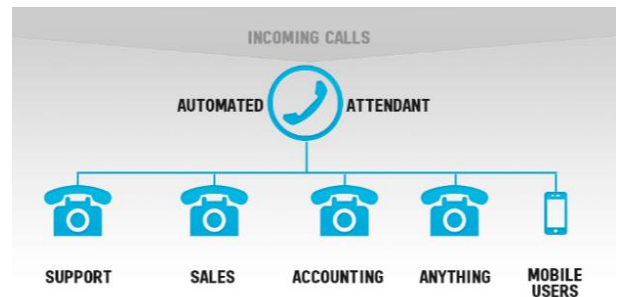


## Welcome callers and route calls to the right person or group.

TelNet Auto Attendant is a powerful and flexible application designed to automatically greet callers and route calls to the appropriate party or recorded information. Custom routing options will allow call routing based on business hours, after hours and even holidays. Multiple sub-menu levels can be easily configured. The cloud-based service is always available, with no hardware to maintain.

TelNet Auto Attendant helps you...

- **Efficiently route calls, improving the caller experience**
- **Appear professional and never miss a call**
- **Connect to any number, anywhere**
- **Reduce cost**



## Key Features

- **Cloud-based Service**
  - No hardware or equipment to purchase or maintain
  - Always on, even during power or network outages
  - Make announcement and routing changes quickly and easily via the web, from any location, at any time (e.g., “office is closed due to adverse weather conditions”)
- **Multi-level Options**
  - Support multiple levels and sub-menus
  - Create up to 150 sub-menus, each with individual greeting and routing options
  - Build separate menus to support different languages (e.g., press 1 for English, para Español oprima dos)
  - No need to purchase separate auto attendants for each level
- **Custom Routing**
  - Route incoming calls to any service item (phone, extension, voicemail, ring group, huntgroup, queue, sub-menu, etc.)
  - Route calls to geographically diverse locations, external phone numbers and cell phones
  - Customize announcements and routing based on time of day, day of week, holidays or special events
- **Holiday**
  - Create holiday schedule for entire year
  - Upload custom holiday announcement
  - Automatically revert to standard business hours greetings and routing options after holiday schedule
- **Additional Options**
  - Dial by name or extension; announce user’s name in their personal recorded voice
  - Repeat menu, auto route to operator, exit, reject calls from specific numbers, etc.
  - Upload custom announcement via .wav or .mp3
  - And much more...

