



Telecommunication today has changed the market dynamics and the way we do business. With increased telephone usage, professional call handling has become imperative for all businesses to keep the callers from calling the competition.

Synectix Auto Attendant is the right choice to handle your customer calls professionally.

Auto Attendant



What is Synectix Auto Attendant?

It's an automated receptionist, which answers the incoming phone calls with a professional greeting, routes the callers to their desired extensions or access departments with the punch of a button, or pass them on to a real, live operator, if required. It also routes Fax calls to the Fax machines connected to any extension and has a single digit-dialing plan, which provides direct access to departments. It has a built-in Real time clock for automatic changeover between Day/Night, Holiday modes of operation. Supports up to two languages and is programmable remotely. True voice interactive operation and programming is also provided. It comes in single or dual port versions.

Advantages of using Synectix Auto Attendant:

- Answers all your calls professionally and portrays the right image
- Provides direct access to departments and extensions.
- Reduces the workload of your telephone operator - thus the operator can be used for other jobs.
- Works 24/7
- No running costs, does not ask for increase in pay year after year!

Adding Value

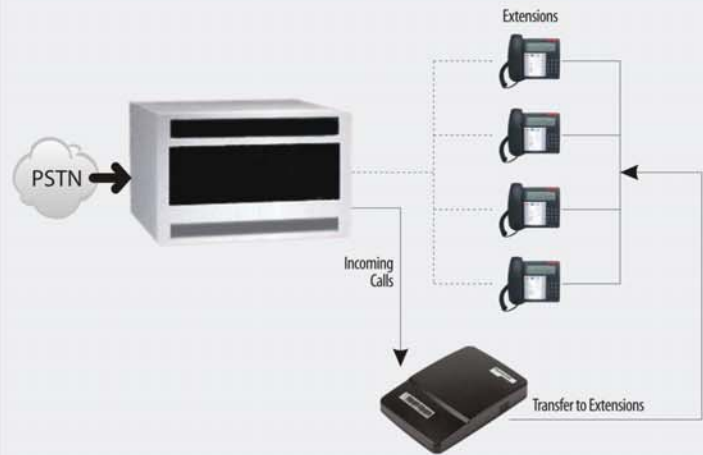


Auto Attendant

Features

- Connects to analog extension of any PABX/KTS
- Non-Volatile recording. No batteries required to store voice and program parameters
- Dual language support
- Single digit dialing plan
 - Department plan
 - Busy/No Answer check on two extensions
- Auto Fax Routing—Up to four fax extensions
- Programmable number of rings to answer
 - Answer on overflow
- Busy, No answer and Invalid extension detection by In-band signaling or by call progress cadence check
- Fully remote programmable with voice guidance
 - Main Greeting
 - Program parameters through touch-tone
- Call Transfer Type
 - Blind transfer
 - Semi Supervised
 - Fully Supervised
 - Separately configurable for operators and extensions
- Retry on busy/no reply
- Fully programmable call transfer and retrieve strings
- Night mode operation
 - Separate Night Greeting
 - Different Night Operator Extension
 - Auto switchover Day, Night, Holiday
- Holidays
 - 16 holidays programmable
 - Programmable week-end and weekly holidays
- Auto-learning of call progress cadences to easily configure new phone systems
- Voice Guidance
 - For programming
 - For call progress status and stored values
- Audiotex—32 Audiotex Messages
- Up to 300 seconds of Audiotex / Greeting storage space.
- Upgradeable ports
- Separate password for User & Dealer/Installer
- Programmable list of valid and invalid extensions
- Fully customizable Hook-flash timing, Delay after hook-flash, Off-hook to message delay, Operator transfer digit number, No. of rings for operator pick-up, Operator transfer type, Digit dial Speed, Tone or pulse dial, Conflict timer, Wait time for in-band signaling digits etc

Installation



Auto Attendant Flowchart

Thank you for calling XYZ Company. If you know the extension number of the person you wish to reach, please dial it at anytime during this greeting. To send a fax, press the 'Start' button on your fax machine now. Else...

Press 1 for Sales

Press 2 for Accounts

Press 3 for Tech Support

Press 4 for Products

Press 5 for Directions

PRESS

1 for MOH

2 for Auto Attendant

3 for Announcer

4 for Voice Mail

If you are travelling from

North – Press 1

East – Press 2

West – Press 3

South – Press 4

About MOH

About Auto Attendant

About Announcer

About Voice Mail

Directions from North

Directions from East

Directions from West

Directions from South

Manufactured by:

Synectix Telecom Exports Pvt. Ltd.

196, 1st Main, 3rd Stage, 4th Block

Basaveshwar Nagar

Bangalore 560079, India

Tel: +91-80-41536720 Fax: +91-80-41536727

sales@synectix.net

www.synectix.net

