AudioCodes One Voice for Skype for Business

Skype for Business

AudioCodes Auto Attendant for Skype for Business

Highly flexible, efficient and automatic handling of incoming calls

AudioCodes Auto Attendant is a powerful and flexible tool for managing inbound calls and delivering them efficiently to the correct destination based on the caller's selection.

AudioCodes Auto Attendant supports advanced call queuing for Automatic Call Distribution (ACD) based on different routing modes and agent availability.

As part of AudioCodes One Voice for Microsoft® Skype for Business™ offering, AudioCodes Auto Attendant application can be deployed together with AudioCodes Survivable Branch Appliances (SBA) in branch offices to complement Skype for Business's Response Group Service (RGS) when the connection with the central Skype for Business servers is lost.

AudioCodes Auto Attendant is a pure software application which can also be deployed on standard server hardware.

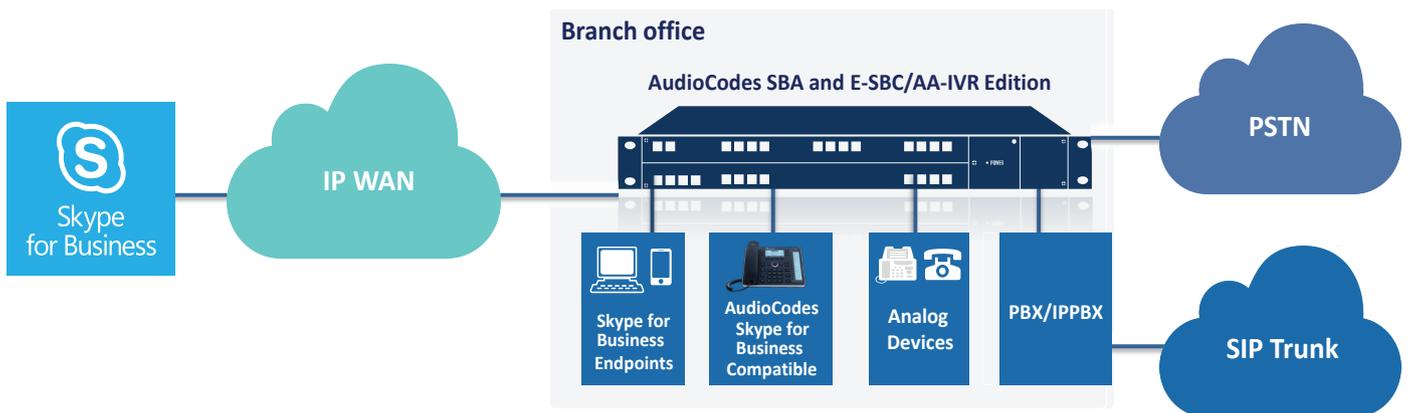### Benefits of AudioCodes Auto Attendant:

- Maximize employee productivity by automating inbound enterprise call routing
- Reduce DID/DDI requirements through direct extension dialing
- Increase customer satisfaction through reduced waiting times
- Suitable for main offices and remote branches
- Support application survivability at branch offices
- Can work in conjunction with Skype for Business RGS or as a standalone solution
- Multi language support for global enterprise Skype for Business deployments
- Save on operational costs by reducing the number of operator calls
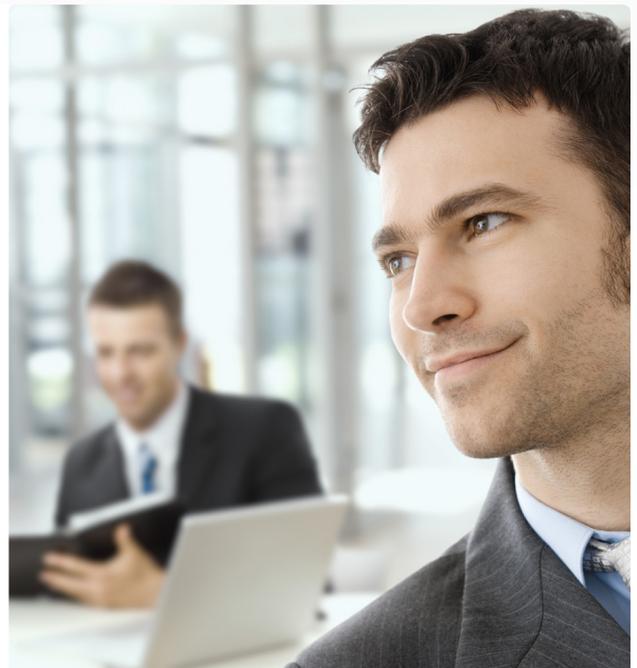
AudioCodes

Key Features of the AudioCodes Auto Attendant:

- Easy-to-use graphical web interface enables simple creation of customizable IVR menus and ACD
- Callers have the option to dial by group, by extension or to transfer to an operator
- ACD – Automatic Call Distribution based on agents Skype for Business presence and routing method
- Different operator and IVR menus for working and non-working hours, company vacation or holidays
- Supports multilingual menus accessible via different access numbers or by user selection
- Supports voice activation menus, configurable prompts and Text to Speech
- Music on Hold and announcements

Auto Attendant for Microsoft Skype for Business Branch Offices

At branch offices, AudioCodes Auto Attendant can be deployed as a standalone solution or as a backup service for Skype for Business Response Group Service (RGS) when deployed in conjunction with the AudioCodes Survivable Branch Appliance (SBA).

- Available on Mediant 800 and 1000 SBA platforms forming a single unified platform for PSTN and SIP trunking connectivity, SBA and Auto Attendant IVR
- Local management for branch system administrators
- Multi-level IVR and ACD with ability to change company and system prompts per location
- Reduce incoming call setup time by managing IVRs and ACDs locally at branches

To learn more go to: http://www.audiocodes.com/products/lync-auto-attendant