

ADP Call Attendant

For HostedIPT and EnterpriseIPT

www.adpsi.com

Call Attendant* is a flexible, feature-rich automated call routing tool - it provides ADP customers with a range of opportunities to help increase efficiency, reduce costs and improve levels of service. ADP Call Attendant is another example of business application software and telephone systems operating in harmony and providing more investment value.

* for Cisco IP telephony systems only

■ Business benefits

Give the right impression

Call Attendant presents callers with corporate announcements and a menu of accessible departments. Its advanced features can provide added professionalism to any dealership.

Improve call handling

Call Attendant acts as the 'unseen receptionist', efficiently directing callers to departmental call groups, individual extensions or external numbers. Routing choices can be made based on configurable parameters such as menu choice, 'time of day', 'day of week', 'day of year', dialled number or even the callers STD code.

Communicate

Not only does Call Attendant facilitate improved levels of service through fast and efficient call handling, it also provides service announcements or multiple promotional messages to customers while they are on hold and helping to keep their attention.

Consistency

Call Attendant can be set up to provide a consistent presentation to callers across multiple sites. It also allows calls to be distributed to preferred groups of call handlers, regardless of physical location.

Extension dialling

Incoming callers are presented with menu options, one of which allows input of extension numbers for direct transfer to that user.



Who's calling?

Call Attendant can be programmed to display caller name on the handset display.

Call Attendant is easily applied with tailored configuration across the dealership with charges based on the number of configured options – including a minimum of four change requests per annum.

Configuration changes, for example, business opening hours or loading of new .WAV files can be made via the ADP helpdesk at any time.



■ Features of Call Attendant

Menus and sub-menus

- Menus can branch to multiple sub-menus depending on time of day/day of week/day of year/emergency or menu option selected.
- All menus have their own configuration, so sub-menus can have a different time-of-day schedule from the previous menu.
- Transparent menus allow inbound calls to be sent directly to a destination (internal or external), without any announcements or greetings being played.
- When an invalid selection is made, an appropriate message can be played. If the caller continues to select an invalid option or does not press any key for five seconds, then an escape action can be configured, e.g. the call can be diverted to reception;
- Menu greetings can be repeated should the caller fail to make a choice, or if requested, by a key press.

Routing schedules

- Multiple time schedules can be created that apply to multiple menus;
- Each time schedule describes holidays and opening periods. Holidays can be repeatable for each year or unique for a particular year.
- Open periods are for a particular day and automatically repeat each week – it is also possible to configure special open periods to apply on specific days of the year.
- Additional features include calling line identification (CLI) and dialled number routing.

Announcements/messages

- Forced announcements/messages can be played when a call is answered and then, upon completion, continue to route as configured within Call Attendant.
- Announcements/messages can be played until the call is answered. Messages can be played and repeated at different time intervals during the ring period. The call can escape after a specified time period to a pre-configured destination.

Miscellaneous functions

- Manual night service: a time schedule can be triggered manually by dialling an allocated extension/DDI and entering a PIN.
- Call logging: all scripts have the capability to send a call definition record to a logging server* containing caller number, called number, all time stamps, menu keys pressed, etc. Reports can be produced historically from this data.

- Emergency mode: if the system enters emergency mode, menus react to enable calls to be routed internally/externally to a pre-determined destination. An informative message can be played prior to re-direction of the call. Emergency mode can be enabled by dialling an allocated extension/DDI and entering a PIN and can form an important part of a business continuity plan.
- Enhanced information: display customer name on handset based on CLI received**.

* customer-supplied

** customer's PC required to store look-up data

■ Installation and support

Call Attendant can only be used with ADP Cisco-based HostedIPT and EnterpriseIPT telephone systems. Call Attendant is a fully-managed service, where fault resolution and change requests are undertaken by ADP. Customers are asked to provide recordings and announcements in a .WAV format where required.

Existing phone numbers can be used with Call Attendant.

Installation of Call Attendant normally takes around five business days from receipt of order.

Set up charges apply - dependent upon specification and complexity of requirements.

A fixed number of standard change requests are permitted per annum based on the configuration of the solution.

Standard change requests include:

- re-direction of a menu option to a different number;
- update of recording;
- change to time schedules

Other requests for changes will incur an additional one-time charge. Standard ADP contract terms and conditions apply.

For further information please contact your account manager on 01635 214242 or email dsi_sales@adp.com

