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An Auto Attendant allows your business to provide a greeting to incoming callers and create a menu system to give your callers options and streamline your inbound phone traffic. Auto Attendants are also an excellent way to provide your callers with information and options outside of regular business hours. Auto Attendant features include:

- **Convenient Dialing Options**
 - Callers can conveniently locate employees by either dialing their extension or inputting their name on the keypad.
- **Time of Day Programming**
 - Outgoing messages can be programmed to activate at specific time-of-day calls, such as morning or afternoon.
- **Menu options**
 - Redirect callers to numbers or departments of your choice using the key pad (1-9, 0). Sub-menus (1-9, 0) can also be attached to any main menu choice.
- **Advanced Menu Options**
 - “Return to previous” or “main menu” and “repeat options” can be programmed into Auto Attendants and can be set to immediately answer any inbound call or programmed for ‘live answer by ringing a receptionist first for a number of rings and then switching to the automated menu if the call is not picked up.
- **Simplified Voice Recordings**
 - Voice recording can be completed by your business administrator and e-mailed to OneConnect when updates or changes are required.

A sample Auto Attendant call flow:

