VTSL's Multi-Level Auto Attendant enables callers to transfer without the intervention of an operator. For example: *Please press 1 for Accounts, 2 for Sales and 3 for Shipping.* With VTSL, you can choose a particular department, call group, operator, desk phone, mobile phone, other Auto Attendant, and/or other locations as options for your callers to select from.

✓ Callers are assisted quicker

With VTSL's Auto Attendant, callers can speak directly to the required department simply with the press of a button.

✓ Staff work more efficiently

Staff only receive calls relevant to them, saving time.

✓ Options are easily managed in the portal

Adjust selection options, time of day settings and more in the VTSL Portal.

✓ One main phone number

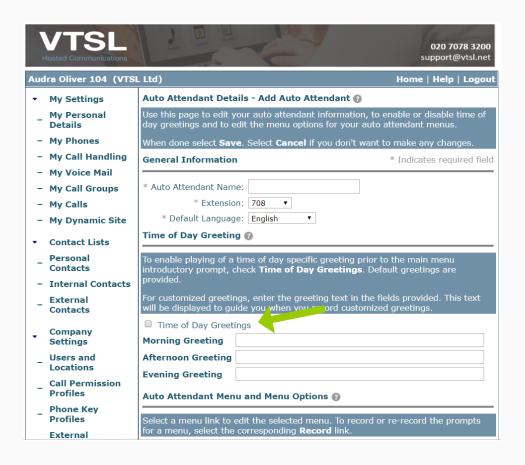
There is no need for multiple published phone numbers for different departments. They can all be reached via one number.

✓ Calls can be routed anywhere

If your entire accounts team is out of the office, you could change the auto-attendant 'Accounts' selection to go to someone's mobile.



CHOOSE YOUR OPTIONS



Easily create an auto attendant in the VTSL Portal. Choose your name, extension and whether you want the initial greeting to change depending on the time of day.

Auto Attendant Details - Configure Main Menu for VTSL Ireland 🔞				
To configure an auto attendant menu, select an action from the Send Caller To drop-down list for each of the phone keys and record the menu prompt to describe the selected action to callers. The prompt fields assist you in developing the content for your custom menu prompts. The text you type here is displayed as a guide for you to read when recording.				
When done select Save or Save and Record Menu Prompts . If you are recording, you will be asked to enter the extension of the telephone from which you will be making the recording. Select Cancel if you don't want to make any changes.				
				* Indicates required field
*Menu Name: Main Menu				
Introductory Prompt:				
	* Language: En	gli	sh 👤 🔻	
	Send Caller To	Ĺ	Details	Wording for Prompt
1	Call Group	•	VTSL Ireland Sales	
2	Call Group	•	Ireland Accounts	
3	Call Group	•	Provisioning	
4	Call Group	•	Helpdesk	
5	User	•	107-Erangey Adrian	
6	Invalid Key	•		
7	Invalid Key	•		
8	Invalid Key	•		
9	Invalid Key	•		
0	Invalid Key	•		
*	Invalid Key	•		
#	Invalid Key	•		
Play	menu prompt 3 ▼	tin	nes. If no menu opt	otion is selected, send caller to:
	System Disconnect	•		

Create up to 12 different menu options for callers to choose from. Callers can be sent to an extension, call group, a individual phone number and more. 'Details' describe the options, and 'Wording for Prompt' allows you to write what you want to say when you do your recording. Your recordings are done on your office phone and you are guided through instructions.

