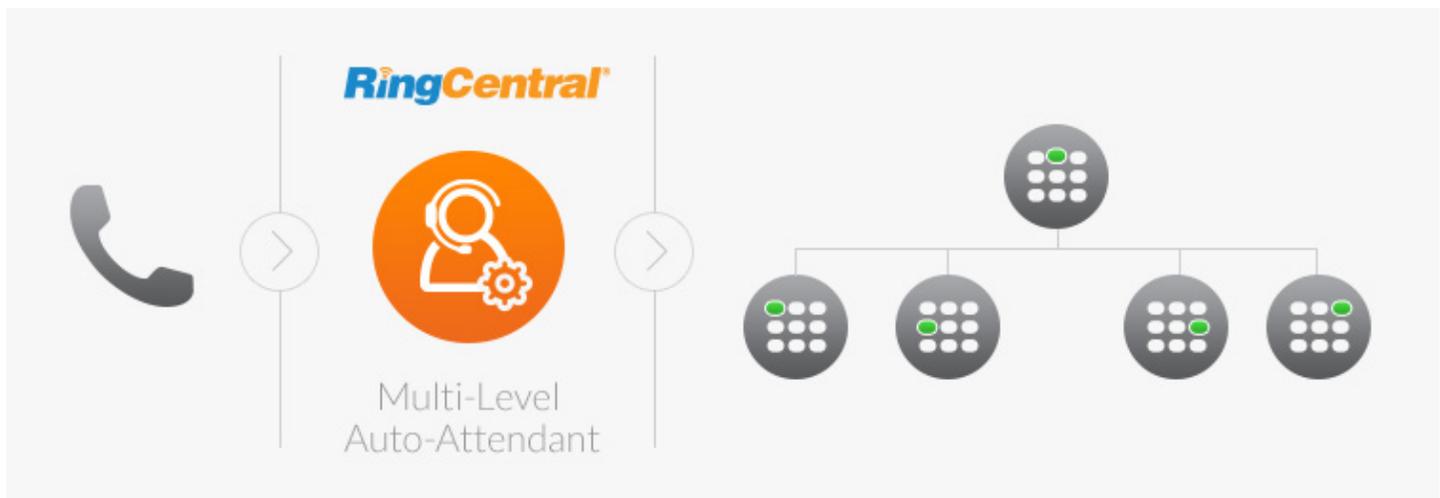


Multi-Level Auto-Attendant

RingCentral extends your Auto-Receptionist capability by providing system administrators with the flexibility to simplify inbound call flow configurations. It is ideal for companies that need economic, efficient, professional call handling.



How would you like a powerful, sophisticated automated voice system that gives more options for routing incoming calls?

With Multi-Level IVR support, you can configure your Auto-Attendant with extended phone menus to let callers self-select how they reach a person or department.

For example, a dentist office provides services to both English- and Spanish-speaking customers, and would like to offer callers a bilingual Auto-Attendant feature based on their language selection. The IT manager can configure two separate voice menus—one in each

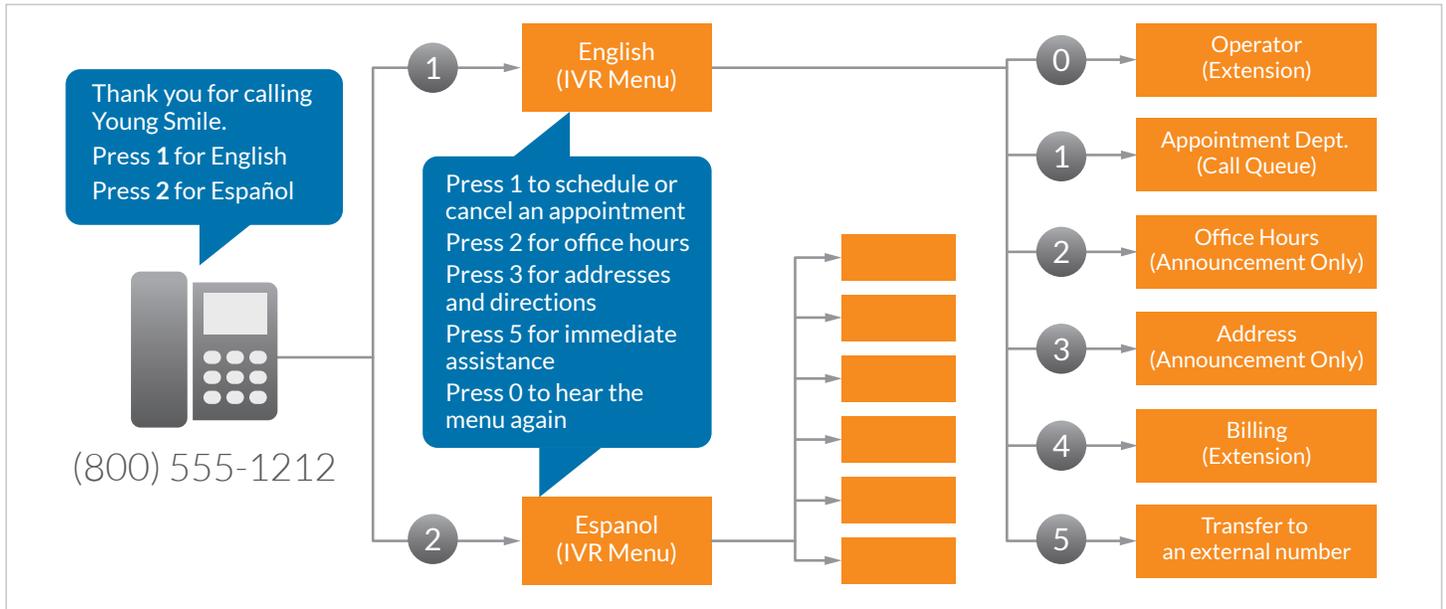
language—to provide selections such as office hours, appointments, and billing.

Let's say a nationwide furniture retailer has five stores located in San Francisco, Chicago, New York, Dallas, and Miami. Each store has its own direct business number and automated menu to serve local customers. To better brand the retail chain, the IT Manager sets up a main toll-free number for its Auto-Attendant system, and connects all local phone menus to route incoming calls to stores nationally.

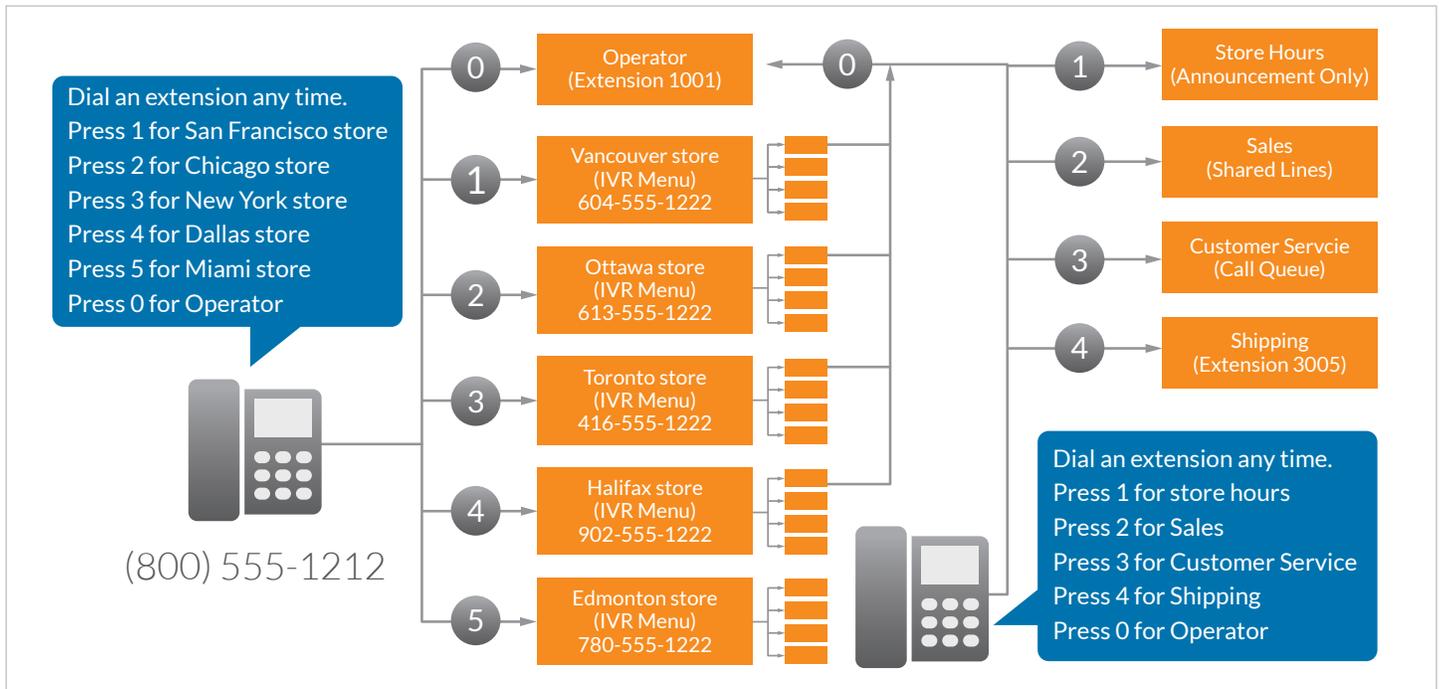
Features & benefits

- Create and implement flexible IVR menus for handling incoming calls.
- Get centralized phone routing management for multiple locations/offices via cloud-based services anywhere, anytime.
- Optionally add a direct number (DID) for each IVR menu independent of the main company call handling.
- Create up to 250 IVR menus per account, including sub-menus.
- Use the new IVR tool to import XML files for quick deployments and bulk changes.
- Easily create IVR prompts with flexible options: text-to-speech, self-record, or file import with professional recordings (supported audio files: MP3 and WAV).
- Summarize results of any misconfiguration, such as non-existing extension or missing prompts, with validation function.
- Easily customize inbound call routing and telephone prompts for after-hours and holidays.

Use cases

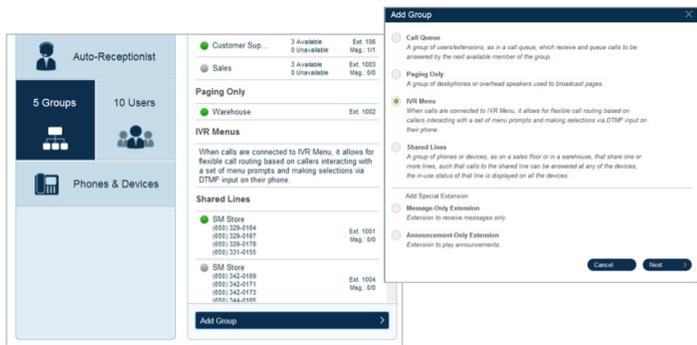


Single location
A local dentist office system is configured to provide services to both English- and Spanish-speaking customers, with identical submenus to serve their needs in different languages.

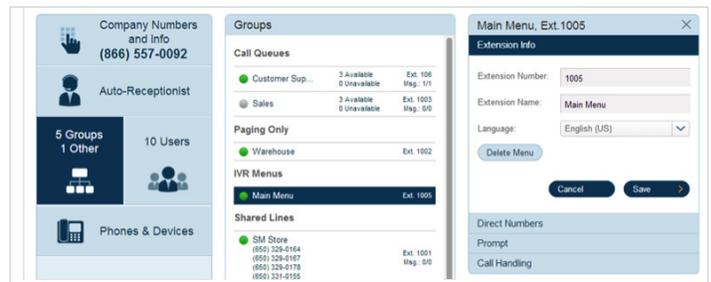


Multiple locations
A nationwide furniture retailer sets up a toll-free number for the entire chain to connect callers to a local store for its services and hours.

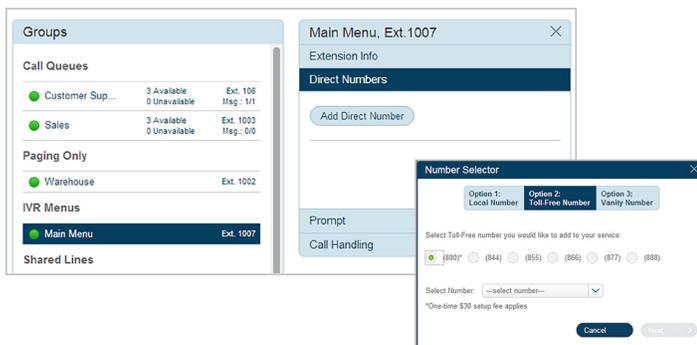
How it works



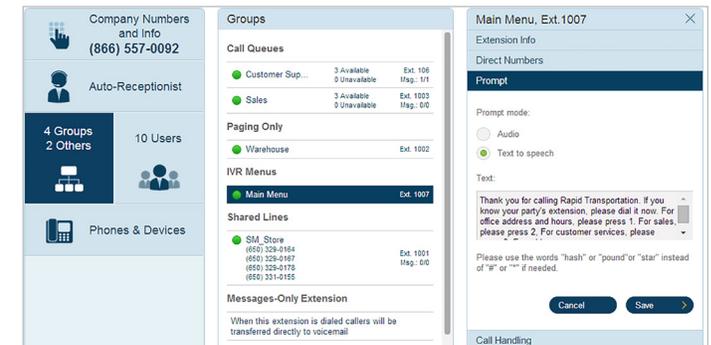
IVR menu is added to **Groups** in the RingCentral services. Click **Add Group** to create a new phone menu.



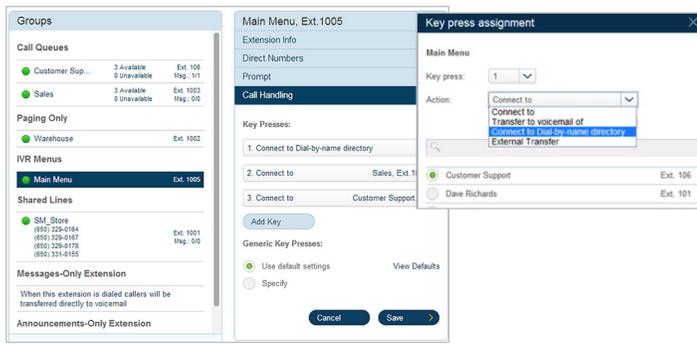
Once an IVR menu is created, configure its **Extension Info** with **Extension Number**, **Extension Name**, and **Language** for text-to-speech (currently US English or British English). Set up the **Prompt** and **Call Handling**.



Set up a **Direct Number** (optional) for an IVR menu (Local, Toll-Free, or Vanity Number).

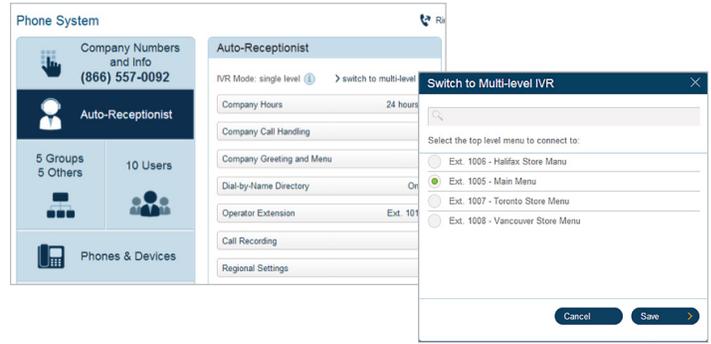


Next, choose the **Prompt Mode** by importing a pre-recorded greeting, or typing your greeting into the text-to-speech field.



Then, configure needed keys and the destinations to handle incoming calls. Options for connecting a key are:

- An extension (IVR menu, user, group)
- Company's dial-by-name directory
- Voicemail of an extension
- An external number
- Incoming calls



Once a new IVR menu is completed and validated, switch Auto-Receptionist mode from single level to multi-level. Select the pre-configured IVR menu, then click **Save** to enable the settings.