RingCentral

Multi-Level Auto-Attendant

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

Imagine a powerful, sophisticated automated voice system that gives more options to your callers for routing incoming calls to the right teams?

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 Miami, Denver, Austin, Seattle and New York. 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.

- Visual flow design allows you to visualize the exact call flow structure and outcome for any stage of the caller journey. Clicks, no code needed.

- 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.

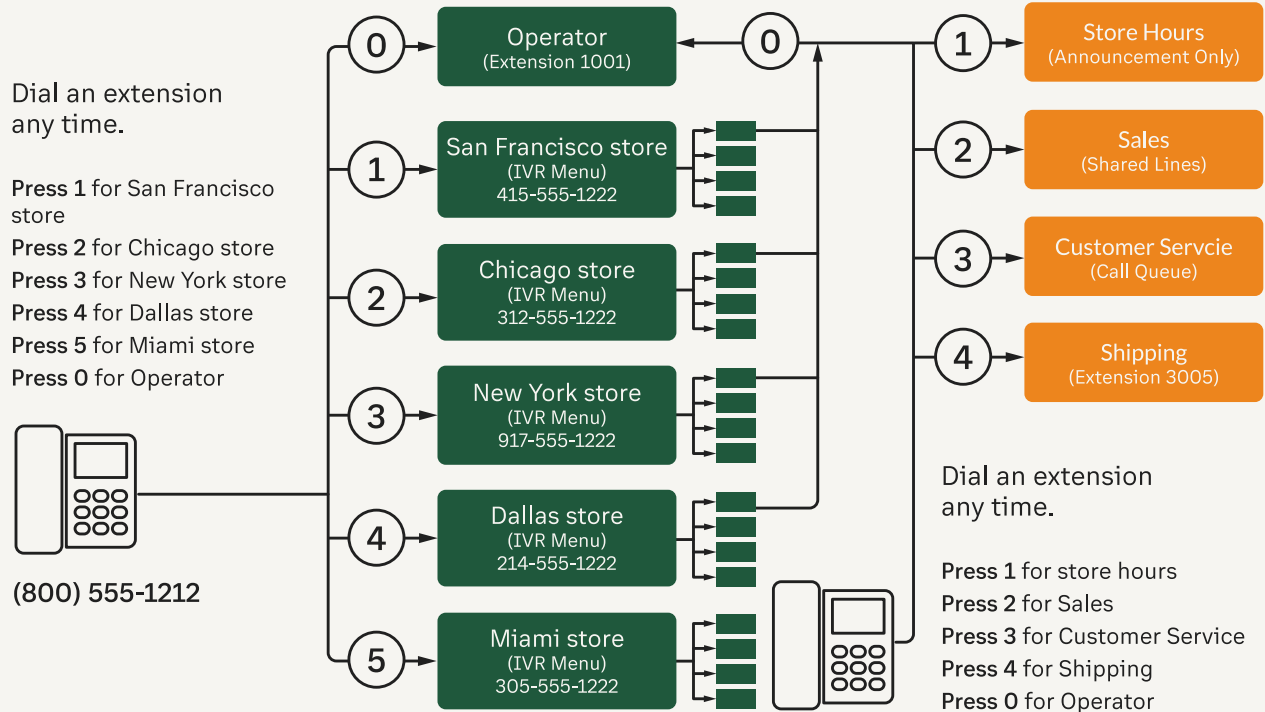## See an example of Auto-Receptionist at work

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.
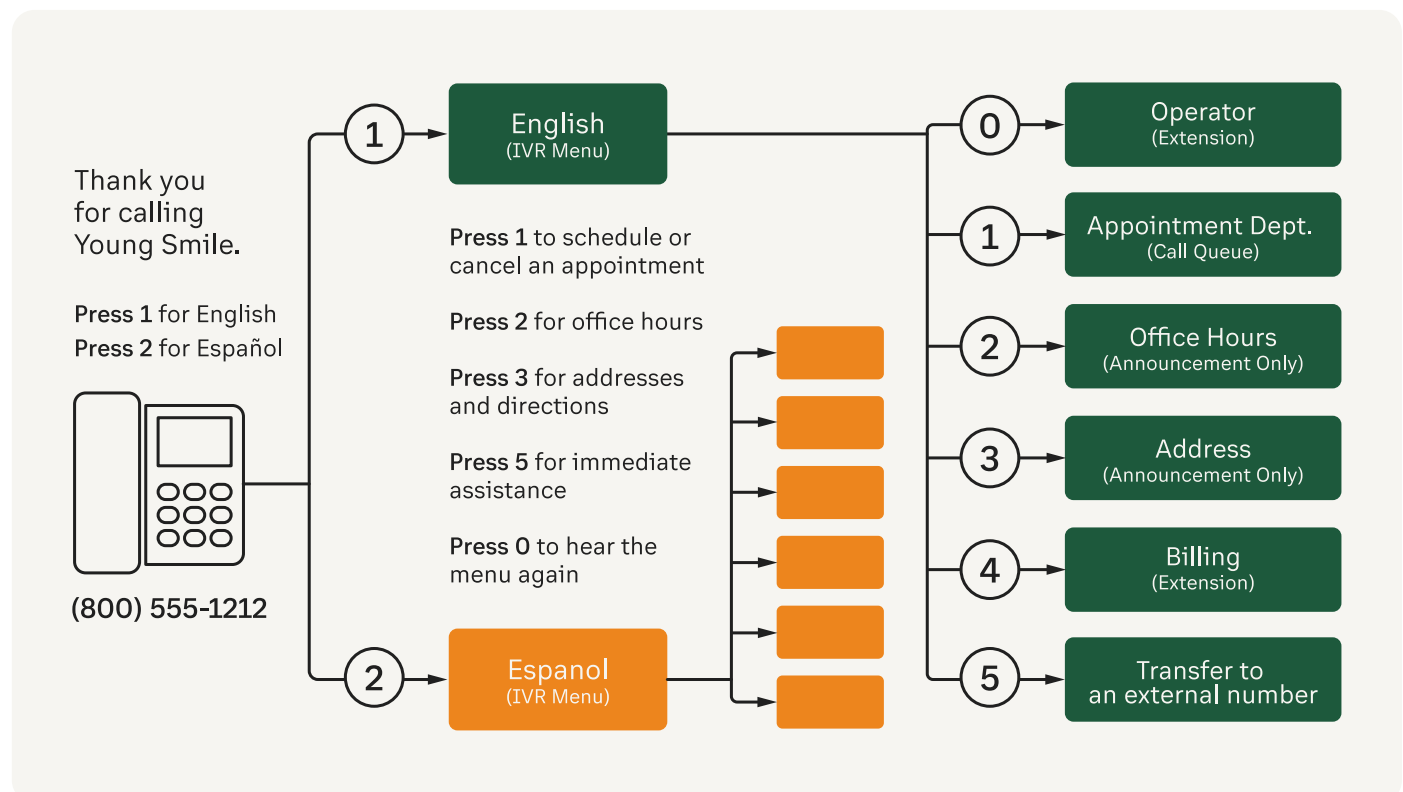
Multiple locations

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.

Dial an extension any time.

Press 1 for San Francisco store
Press 2 for Chicago store
Press 3 for New York store
Press 4 for Dallas store
Press 5 for Miami store
Press 0 for Operator

(800) 555-1212

0 → Operator (Extension 1001)
1 → San Francisco store (IVR Menu) 415-555-1222
2 → Chicago store (IVR Menu) 312-555-1222
3 → New York store (IVR Menu) 917-555-1222
4 → Dallas store (IVR Menu) 214-555-1222
5 → Miami store (IVR Menu) 305-555-1222

0 →
1 → Store Hours (Announcement Only)
2 → Sales (Shared Lines)
3 → Customer Servcie (Call Queue)
4 → Shipping (Extension 3005)

Dial an extension any time.

Press 1 for store hours
Press 2 for Sales
Press 3 for Customer Service
Press 4 for Shipping
Press 0 for Operator

How it works

RingCentral offers IVR tools to configure phone tree menus, including an easy-to-use Visual IVR Editor, as well as tools to add/manage prompts and import/export XML files.

Use the Visual IVR Editor to open an existing menu or create a new one. Click on the IVR menu's names, extension numbers and keys for easy IVR building. It's all drag and drop and clicks – no coding needed.
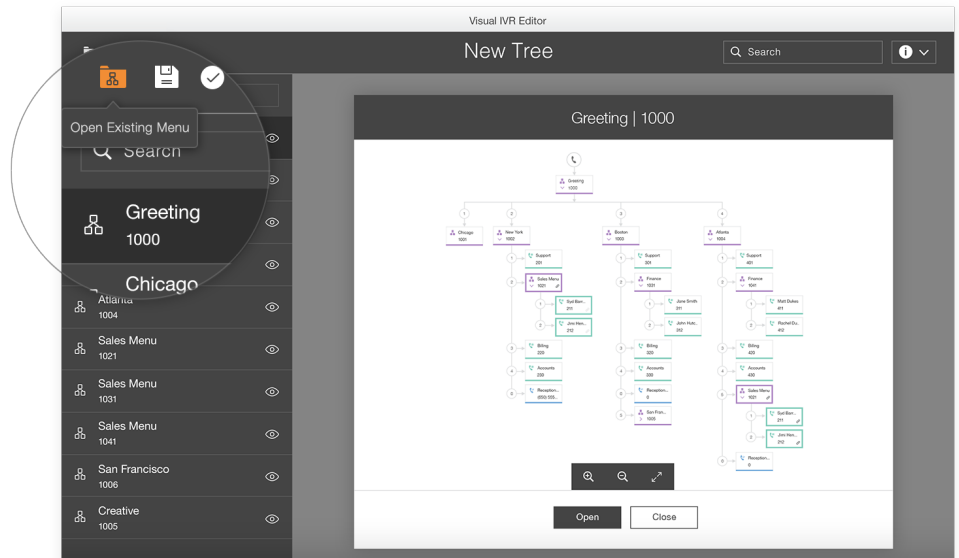
Click on the + icon to add touchtone number keys to a menu. Number keys allow calls to be routed to a number of destinations: a company directory, an extension, another menu, a voicemail or an external number, based on the touchtone input.

Configure an IVR menu with pre-recorded prompt, text-to-speech greeting, or a special key settings.
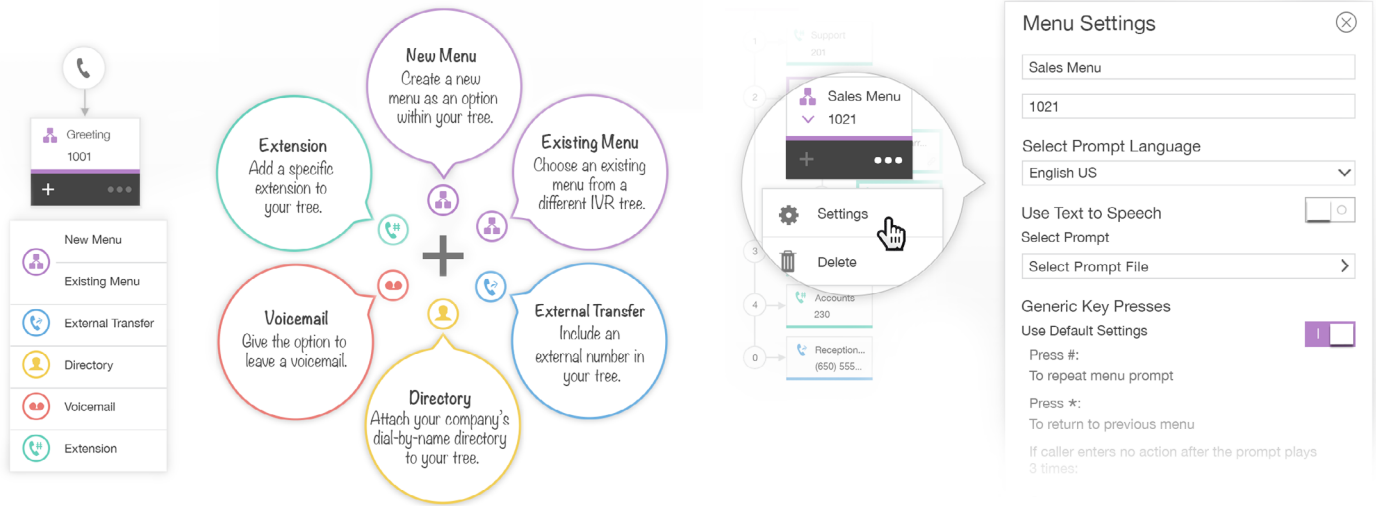
For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

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