Overview

Advanced Auto Attendant, aimed at small and medium business subscribers, offers an increased level of service compared to Standard Auto Attendant.

In addition to all the features offered by Standard Auto Attendant, the Advanced Auto Attendant allows multiple menus with a finer scheduling control.

It also includes more call handling options, such as Voicemail by Name and Voicemail by Extension, as well as greater control over the actions taken for any given key press.

Both Standard and Advanced Auto Attendants can also be configured to allow callers to dial an extension at any point in the menu and not just on a Dial by Extension menu option. If you want to use this option, you must enable it as described in 2.4 and you should also ensure that your initial greeting mentions the option that a caller who knows the extension they require can dial it immediately.

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