

Adding value to your business
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Synectix
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ATT 2000

Auto Attendant for Businesses



Telecommunication today has changed the market dynamics and the way we do business. With increased telephone usage, professional call handling has become imperative for all businesses to keep the callers from calling the competition.

ATT 2000 is the right choice to handle your customer calls professionally.

What is ATT 2000?

It's an automated receptionist, which answers the incoming phone calls with a professional greeting, routes the callers to their desired extensions or access departments with the punch of a button, or pass them on to a real, live operator, if required. It also routes Fax calls to the Fax machines connected to any extension and has a single digit-dialing plan, which provides direct access to departments. It has a built-in Real time clock for automatic changeover between Day/Night, Holiday modes of operation. Supports up to two languages and is programmable remotely. True voice interactive operation and programming is also provided.

Advantages of using ATT 2000

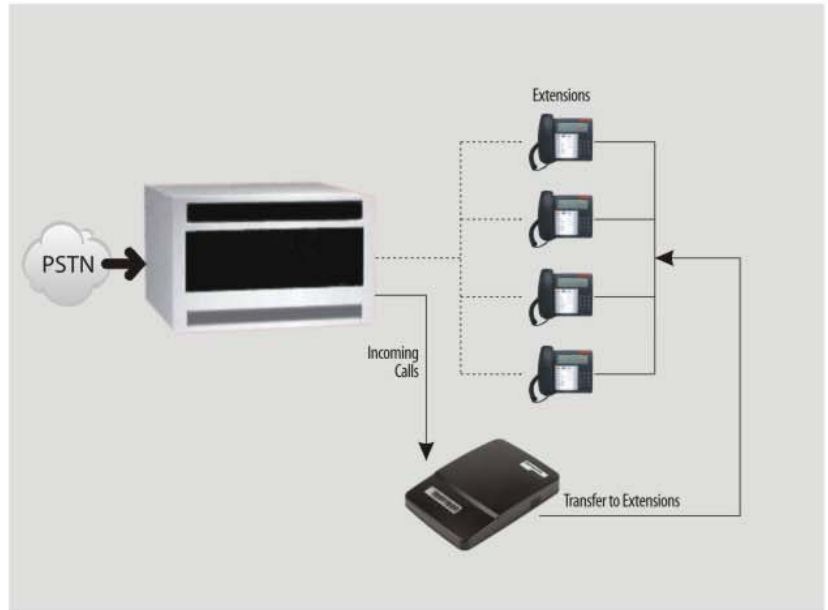
- Answers all your calls professionally and portrays the right image
- Provides direct access to departments and extensions.
- Reduces the workload of your telephone operator—thus the operator can be used for other jobs
- Works 24/7
- No running costs, does not ask for increase in pay year after year!



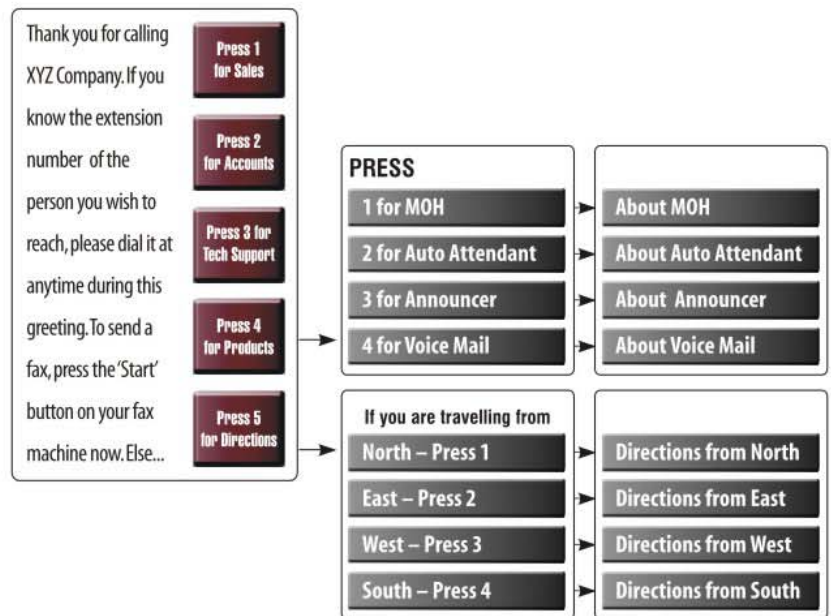
Features

- Connects to analog extension of any PABX/KTS
- Non-Volatile recording. No batteries required to store voice and program parameters
- Dual language support
- Single digit dialing plan
 - Department plan
 - Busy/No Answer check on two extensions
- Auto Fax Routing—Up to four fax extensions
- Programmable number of rings to answer
 - Answer on overflow
- Busy, No answer and Invalid extension detection by In-band signaling or by call progress cadence check
- Fully remote programmable with voice guidance
 - Main Greeting
 - Program parameters through touch-tone
- Call Transfer Type
 - Blind transfer
 - Semi Supervised
 - Fully Supervised
 - Separately configurable for operators and extensions
- Retry on busy/no reply
- Fully programmable call transfer and retrieve strings
- Night mode operation
 - Separate Night Greeting
 - Different Night Operator Extension
 - Auto switchover Day, Night, Holiday
- Holidays
 - 16 holidays programmable
 - Programmable week-end and weekly holidays
- Auto-learning of call progress cadences to easily configure new phone systems
- Voice Guidance
 - For programming
 - For call progress status and stored values
- Audiotex—32 Audiotex Messages
- Up to 300 seconds of Audiotex / Greeting storage space
- Upgradeable ports
- Separate password for User & Dealer/Installer
- Programmable list of valid and invalid extensions
- Fully customizable Hook-flash timing, Delay after hook-flash, Off-hook to message delay, Operator transfer digit number, No. of rings for operator pick-up, Operator transfer type, Digit dial Speed, Tone or pulse dial, Conflict timer, Wait time for in-band signaling digits etc.

Installation



Auto Attendant Flowchart



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