

Main Number Incoming Call Manager & Easy/Premium Auto Attendant

Your main phone number is the single most important way for your prospects and clients to reach you. Work with POPP to create call flows to maximize productivity and ensure callers get the timely service they need.

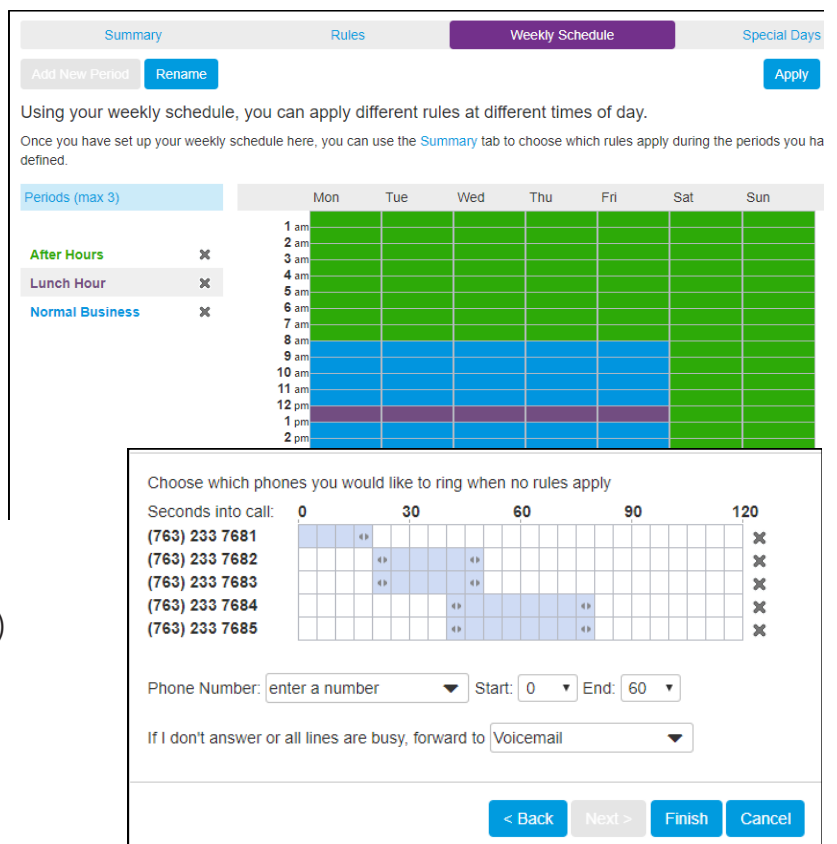
The POPP Hosted Microsoft VoIP Phone System is equipped with simple but powerful tools to manage the call flow of your main number. Whether you choose to live-answer calls 24/7, direct callers to an interactive menu system, or a combination of both – we’ve got you covered. The **Main Number Incoming Call Manager** automatically routes calls based on a defined schedule that you can change anytime.

Calls can be routed to one or more people to live-answer, or you can choose to send callers to an Auto Attendant. Our **Easy Auto Attendant** offers callers a menu of choices including transfer to extension, transfer to voicemail, or dial-by-name. Businesses who need multi-tiered menus or more advanced options can upgrade to **Premium Auto Attendant**. All of these tools can be managed from anywhere using our secure online web portals.

POPP’s Main Number Incoming Call Manager ensures callers reach someone who can help them at all times.

- Define up-to 3 schedule periods, each with unique call routing rules
- Great for after-hours/on-call rotations. Routing rules are intuitive to create and quick to modify.
- Forward calls to one number or to a list of numbers, at the same time or in sequence. Combine with Hunt Groups and queuing to distribute calls. Use Next Day Call Detail to assess performance.
- Save callers and employees time. Combine with Easy/Premium Auto Attendant to provide automated answers to common questions (e.g. hours or directions) or offer callers self-service options like dial-by-name/extension.
- Main Number Incoming Call Manager includes a general voicemail box, which can be monitored by multiple people and includes voicemail-to-email delivery.

Main Number Incoming Call Manager and Easy/Premium Auto Attendant are managed via the Administrator Portal.



The screenshot shows the 'Weekly Schedule' configuration page in the Administrator Portal. It includes tabs for 'Summary', 'Rules', 'Weekly Schedule', and 'Special Days'. The 'Weekly Schedule' tab is active, showing a grid for scheduling periods across the days of the week (Mon-Sun) and times of day (1 am to 2 pm). Three periods are defined: 'After Hours' (green), 'Lunch Hour' (grey), and 'Normal Business' (blue). Below the grid, there is a section for 'Choose which phones you would like to ring when no rules apply', featuring a grid to select phone numbers (e.g., (763) 233 7681) and their ringing duration (0, 30, 60, 90, 120 seconds). There are also input fields for 'Phone Number', 'Start', and 'End' times, and a dropdown for 'If I don't answer or all lines are busy, forward to' (set to 'Voicemail'). Navigation buttons for '< Back', 'Next >', 'Finish', and 'Cancel' are at the bottom.

Contact us for questions or for a user guide.

Auto Attendant Options

Refer to the Easy/Premium Auto Attendant user guides found at POPP.com/support for additional information.

Feature	Easy Auto Attendant	Premium Auto Attendant
Menus	1 menu per schedule period	Up to 150 menus. Menus may be nested as needed.
Schedule Periods	Up to 2 (e.g. Business vs. Non-Business Hours)	Up to 10 schedule periods
Transfer to phone or transfer to voicemail from menu	Yes	Yes
Dial by name or extension	Yes	Yes
Dial by name or extension, direct to voicemail	No	Yes
Return to previous menu	N/A	1 menu per schedule period
Replay menu	Dial #	Dial # or other client- designated key
Play announcement	Announce and return to previous menu	Announce and return to previous menu or hang up
Play announcement and automatically transfer (e.g. “For quality purposes, all calls are recorded” – then live transfer)	No	Yes
Greetings, announcements, or spoken name recordings	Record via phone, computer microphone, or upload .wav file	Record via phone, computer microphone, or upload .wav file
Error handling (What happens if caller doesn’t enter any choices, or enters an invalid choice?)	Call is automatically terminated after 3 invalid menu selections or if no option is selected	Customizable advanced error handling options such as play announcement, return to previous menu, call transfer, send to voicemail, and more

Learn more at POPP.com or call us at 763-797-7900.