

Main Number Call Manager & 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.

POPP's Internet 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. Each Internet Phone System includes a **Main Number Call Manager** to automatically route calls based on a defined schedule.

Calls can be routed to one or more people to live-answer or you can choose to send callers to the included **Easy Auto Attendant**; which offers clients a menu of choices including transfer to extension, transfer to voicemail, or dial-by-name. Clients 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 portals.

POPP's Main Number 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 Call Manager includes a general voicemail box, which can be monitored by multiple people and includes voicemail-to-email delivery
- One Main Number Call Manager/general voicemail box included per system. Purchase additional if needed.

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

The screenshot shows the 'Weekly Schedule' configuration page. At the top, there are tabs for 'Summary', 'Rules', 'Weekly Schedule' (selected), and 'Special Days'. Below the tabs are buttons for 'Add New Period', 'Rename', and 'Apply'. A text box explains: 'Using your weekly schedule, you can apply different rules at different times of day. Once you have set up your weekly schedule here, you can use the Summary tab to choose which rules apply during the periods you have defined.'

The main area features a table with columns for days of the week (Mon-Sun) and rows for time slots from 1 am to 3 pm. A legend on the left shows three schedule periods: 'After Hours' (green), 'Lunch Hour' (grey), and 'Normal Business' (blue). The grid shows 'Normal Business' from 9 am to 5 pm on weekdays, 'Lunch Hour' from 12 pm to 1 pm on weekdays, and 'After Hours' for the rest of the time slots.

Below the grid is a section titled 'Choose which phones you would like to ring when no rules apply'. It includes a table for 'Seconds into call' with columns for 0, 30, 60, 90, and 120 seconds. Five phone numbers are listed: (763) 233 7681, (763) 233 7682, (763) 233 7683, (763) 233 7684, and (763) 233 7685. Below this is a 'Phone Number:' field with a dropdown, 'Start:' and 'End:' dropdowns, and a dropdown for 'If I don't answer or all lines are busy, forward to' set to 'Voicemail'. At the bottom are buttons for '< Back', 'Next >', 'Finish', and 'Cancel'.

Refer to the Call Manager Advanced user guide found at POPP.com/support for additional information.

Auto Attendant Options

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

Feature	Easy Auto Attendant One included per system. Purchase additional if needed.	Premium Auto Attendant Purchase one or more if needed.
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.