

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.