



Advanced Call ManagementSM
The Next Generation in Unified CommunicationsSM

Remote Receptionist





Remote Receptionist

Do your customers expect excellence? Personal interaction elevates call and message management to a level that meets their expectations. Advanced Call Management's Remote Receptionist integrates the features of the Unified Communications service with talented contact agents who can manage calls appropriately, transfer callers to other extensions within your company, and provide special assistance as needed.

With Remote Receptionist, you and your associates gain the personal attention of skilled Optivon contact agents who can become -- or seamlessly supplement -- your company's receptionists. Optivon's highly trained professionals are always ready to support you with live telephone answering to fit your situation: after-hours and weekend calls, peak period calls, or on-demand backup to your in-house telephone answering staff.

How Remote Receptionist works

You define how calls to your office will be answered -- by time of day, day of week, or load conditions. For example, Remote Receptionist can be directed to personally answer all weekday calls from 7:00 a.m. to 9:00 a.m. and 5:00 p.m. to 8:00 p.m. and all Saturday calls between 7:00 a.m. and 8:00 p.m.

Optivon's professionals can transfer a call to any extension in your telephone system. At your choosing, off-hours calls to the central number can be handled by Optivon's Automated Attendant, where callers can have the option to dial an extension directly, access the name directory, or dial for personal assistance from an Optivon professional.



How Remote Receptionist can assist you

Having the services of Remote Receptionist available around the clock is a cost-effective, reliable, hassle-free way to enhance your current call handling practices. You can rely on Remote Receptionist not only for personal handling of inbound calls, but also for helping busy employees with their day-to-day activities, such as:

- Making flight and restaurant reservations



- Setting up conference calls
- Setting and confirming appointments
- Handling sales leads and initiating fulfillment of information requests
- Taking orders and initiating fulfillment
- Checking messages in the employee's Optivon inbox
- Responding to selected messages as directed by the employee

Service levels

Advanced Call Management's Remote Receptionist complements your existing telephone service, so there is no need to abandon your telephony equipment investments. As with all Optivon services, Remote Receptionist can be quickly and economically integrated with your operations without replacing existing message-handling systems and practices.



