

AUTOATTENDANT

Stand-alone Auto Attendant for Telephone Calls



The 24x7 Operator

In most cases the operator is the first point of contact in an organisation. The manner in which the operator handles the incoming calls goes a long way in creating the right image of the organisation. Presenting Matrix AutoAttendant - an efficient call manager that takes away a major burden from the operator. Matrix AutoAttendant can be connected to any PBX or Key Phone System.

It works round the clock - 24x7 handling multiple calls simultaneously. It also ensure that all the call are attended with the same warmth ensuring professional image of the organisation. Its intelligent features ensure prompt response to every call enhancing productivity.

Get the power of Matrix AutoAttendant behind you and ensure 24x7 operations for your organisation!



■ Presenting Matrix AutoAttendant, a stand-alone system which can be connected to any PBX. A micro-controller based state-of-the-art system, the AutoAttendant with its winning features is an integral part of every progressive, organisation. It is available in two models: (1) AutoAttendant-2P (For two ports) and (2) AutoAttendant-4P (for four ports).

With built-in 4 voice modules, the AutoAttendant is capable of attending upto 4 calls simultaneously. It answers incoming calls, greets the caller as per the prevailing time of the day and plays message as per the current time zone viz. working hours, non-working hours & holidays, and subsequently transfers the call as per need of the caller. Working tirelessly 24x7, even when the office is closed.

The Matrix AutoAttendant while attending calls in a consistent and methodical manner, takes away a major chunk of the workload from your operator. With Matrix AutoAttendant on your side, your organisation's efficiency and image shall move only in one direction-northwards!

256 Extensions

The system allows the caller direct access to a maximum of 256 extensions. Each of the extension can program their respective call transfer types.

Auto Fax Homing

It detects an incoming fax tone and transfers it suitably.

Auto and Manual Mode

Offers 2 modes-Auto and Manual, with auto mode being the default mode. The functioning of the system changes according to the prevailing time zone i.e. working hours, non-working hours, and holidays. AutoAttendant allows the flexibility of changing over to the manual mode, if need arises. For example you can extend the working hours of the office on a particular day by two hours or even set working hours on a holiday.

Battery Charger

The system has a built-in battery charger circuit which can be connected to a 12V, 7 AH battery. It allows a back-up time up to 3 hours. In case of a power failure, the system automatically transfers to battery mode and vice versa.

Dial by Name

Allows the caller to dial the name of the person, and reach the extension occupied by that person.

Extension Transfer Types

The system offers an option of 6 transfer types for each extension.

- **None:** Call transferred to operator
- **Blind:** Call transferred to extension without checking for busy/error/ring tone
- **Wait for Ring:** Call transferred only if extension is free
- **Wait for answer (without name):** Call transferred only if extension answers the call
- **Wait for answer (with name):** Call transferred only if extension answers the call. The system plays the caller's name to extension & then transfers the call
- **Screen:** System asks the caller to record name and plays it to the extension. Call is transferred only if extension accepts the call

AutoAttendant-2P
AutoAttendant-4P



Flexible Graph Structure

This unique feature in AutoAttendant allows you to program the system as per the needs of your organisation. The graph is a logical representation of various nodes in AutoAttendant. There are 5 types of nodes viz. Initial node, Home node, Menu node, Transfer node and Information node.

- **Initial node:** When a caller calls, AutoAttendant greets the caller as per the time of the day. The system then plays message of the initial node as per the time zone i.e. working hours, non-working hours or holiday.
- **Home node:** From the initial node, the caller can reach the home node by dialing a particular digit. Generally the home node is a menu node. This is the starting point of the graph and helps the caller in traversing through the graph.
- **Menu node:** This node offers the user option of further traversing the graph by voice prompts. Maximum 6 menu nodes can be programmed in the graph.
- **Transfer node:** It helps the caller to reach a specific extension at touch of a single key. The call is transferred to the extension as per the call transfer type set by the user of the extension. Maximum 24 transfer nodes can be programmed in the graph.
- **Information node:** This node delivers important information to the caller. Informative messages like company profile, product information, promotional schemes, and many more can be recorded, thus acting as an effective communication and promotional tool for the organisation. Maximum 8 information nodes can be programmed in the graph.

Programable User State

Each extension can specify his/her current status, which would be played to the caller viz. out for lunch, left for the day, on vacation, on official tour etc.

Recording Messages

All the messages in the system can be recorded in the language of your choice. The system offers 2 options for recording messages.

- **Through telephone:** The messages can be recorded in the system directly through the telephone instrument. The advantage here is that no extra tool is required for recording messages.
- **Through an auxiliary port:** AutoAttendant provides an audio input port that allows recording from an external source. Messages can be recorded by professional voice artist and through the auxiliary port it can be recorded in the system.

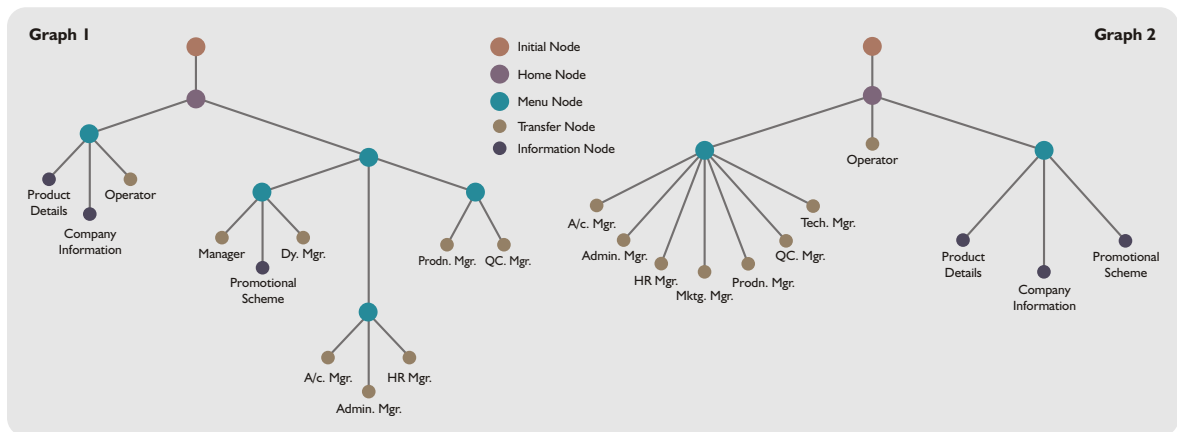
Time based Greetings

System greets the caller depending on the time of the day.

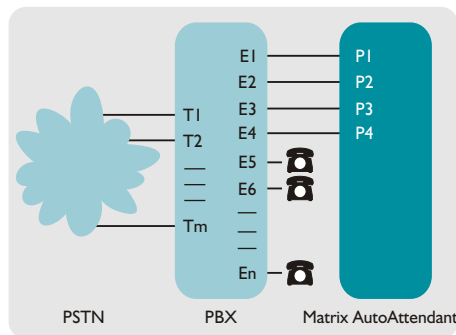
Universal Tone Sensing

Possesses a specially designed tone base gateway, allowing it to work seamlessly with all brands of PBX.





Flexible graph structure in Matrix AutoAttendant



Matrix AutoAttendant connected to any PBX

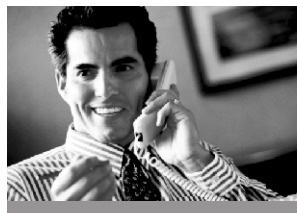
TECHNICAL SPECIFICATIONS

Ports	2 or 4
Stations	256
Menu Nodes	6
Information Nodes	8
Transfer Nodes	24
Voice Modules	240 seconds/port
Power Supply	90-265V AC, 47-63Hz
Battery	12V DC, 7Ah
Connectors	Push Type Terminals
Analog Port (Recording)	0.707 Vrms (Max.)
RS232C Port	1
Power Consumption	10W (Max.)
Dimensions (wxhxd)	27x28x8cm (10.6x11.0x3.1inch)
Weight	2.5kg (5.5lbs)

- Matrix PBX models: Team, Focus, Empire, Cosine and Eternity provide special mechanism for smooth operation with Matrix AutoAttendant

ABOUT MATRIX

An ISO 9001 Company, Matrix is a leader in the Key Phone System and PBX market. An innovative, technology driven and customer focused organisation; the company is committed to keep pace with revolutions in the telecom industry. This has resulted in bringing forth cutting-edge products like the Digital and ISDN Key Phone Systems, Digital PBXs, Voice Messaging Products, GSM FCT Products, Intercom Security Products and PLCC EPAXs. With over 1,000,000 line units installed and growing by over 700 line units per day, the installed base of Matrix connects over 10,000,000 calls everyday. Thus, Matrix has gained the trust and admiration from users representing the entire spectrum of industries. No wonder, Matrix has won awards for the Best PBX and Key Phone System Company.



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