

VOICE SERVICES

DATA SERVICES

VIDEO SERVICES

COMMUNICATION SERVICES

MANAGED SERVICES

ENTERPRISE SOLUTIONS



Bright House Networks Automated Attendant

At Bright House Networks Business Solutions, we understand that your phone service is your lifeline. Every client interaction is important to the future of your company. Automated Attendant adds additional value to your current Business Phone and Voice Mail services by ensuring you never miss an important business call, while simultaneously increasing customer satisfaction.

Automated Attendant acts as a virtual operator or receptionist without the intervention of a live operator. It provides Bright House Networks Business Phone customers with a hosted interactive response system (IVR) that has many functions that enterprise customers use — at a fraction of the cost. Automated Attendant answers calls and presents callers with a menu of options and associated prompts to route and automatically connect calls to extensions or voice mail boxes.

All recordings are made using the prompts located in the Voice Mail system. All Automated Attendant settings and options are configured online via the Bright House Networks Business Solutions My Services page.

WHAT IS AUTOMATED ATTENDANT?

Automated Attendant can help your businesses improve productivity and lower costs by assisting your customers in being connected to the right party within the business without the cost of a live operator.

You can turn the service on or off at a moments notice, or have it pre-set to answer the phone at certain times of the day or days of the week.

BENEFITS

- Performs call routing efficiently — like a live operator, without the costs.
- Gives callers the appearance that your business is a large, well-established business.
- Eliminates the possibility of missed opportunities and increases customer satisfaction by ensuring that callers get the correct extension for assistance.
- No equipment to purchase or support. Works with all existing touch-tone phones.
- No capital costs or maintenance expense — all such costs of hardware, software and responsibility maintenance are handled by Bright House Networks 24/7/365, all year round.
- One low monthly rate.

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Where business gets personal.

FEATURES

- Simple, user-friendly voice prompt setup — utilizes menu prompts available on existing Voice Mail system.
- Quick easy online configuration console accessible through any browser from any Internet connection.
- Automated Attendant provides the following capabilities:
 - Directory, Dial by Name
 - Customer defined prompts (i.e., for Sales, press 1, Customer Service, press 2)
 - Time of day routing, as well as weekend and holiday routing which provides a standard greeting (and associated routing) that is played during normal business hours, and a different greeting (and associated routing) for non-business hours
 - 24/7/365 Bright House Networks Business Solutions customer support by phone and online

Note: Complete instructions are provided in the Automated Attendant Getting Started sheet.

PARTNERING FOR YOUR SUCCESS

Bright House Networks Business Solutions is your community's undisputed leader in business communications services. We pride ourselves on maintaining the latest, most advanced equipment and technology, and we offer more hybrid fiber-coaxial, more value and more local presence than most competitors.

Our advanced Data and Voice services empower you to enhance and grow your business, and your Dedicated Account Executive and professional Customer Care and Technical Support are always working to maximize your success. You can rest easy knowing expert, local Customer Care is just a call away — 24/7/365. Experience the advantage of one reliable partner providing all your business communications on one easy, affordable monthly bill.

LEARN MORE

Contact us at **1-877-424-9246** or visit brighthouse.com/business to discover how Automated Attendant from Bright House Networks Business Solutions can help your business do more with less.

HOW DOES IT WORK?

First, configure your touch-tone prompts menu settings for Automated Attendant via the Bright House Networks Business Solutions My Services Page — http://www.business.bright-house.com/manage_my_services. Use the same login and password you use to configure and listen to Voice Mail online. Your business can provide callers with dial by name directories or designate touch-tone prompts that callers can press for different departments (i.e., sales, service, etc.).

Second, from your telephone handset call your Bright House Voice Mail number to record your Automated Attendant greeting. This is the greeting callers hear when they call your main business line. You can describe the prompt selections menu you created online. You will also want to record for a “System Name” for each line that callers hear when each prompt is selected.

REQUIREMENTS

You must have:

- Bright House Networks Business Phone
- Bright House Networks Business Voice Mail (One mailbox is included with Automated Attendant.)
- A touch-tone phone

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