

pbxnsip Auto Attendant (PBX-AA)



Product Name: pbxnsip Auto Attendant (PBX-AA)
Manufacturer: pbxnsip
Model Number: -

Availability: In Stock

The auto attendant can be seen as a simple receptionist that helps to connect the incoming caller with an extension. This may include searching for the name, entering the extension number, protecting certain extensions and redirecting calls to external numbers. The auto attendant also performs other less visible tasks like calling back when an extension becomes available or redirecting calls into the mailbox.

Actually, all calls to extensions go through the auto attendant. When the PBX already knows the number, it just skips the prompts and goes directly to the phase when the account number is called. The other mechanisms that are in place when going through the IVR are the same.

The auto attendant can handle more than registration per extension. That means a user may register one, two, three or more SIP devices to the same extension. These three devices will ring at the same time; there is no further differentiation between the different registrations.

The logic for handling DND and call forwarding is explained in the section about the star code handling Call Forwarding.

pbxnsip Components

pbxnsip Component*
Order Code
Description

Domain
PBX-DOM

An instance of the PBX with defined extensions, trunks, auto attendant etc.

Extension**
PBX-EXT
A device that registers the PBX e.g. IP phone, softphone, etc.

Auto Attendant
PBX-AA
An extension that automatically answers calls and facilitates call transfers

Calling Card

PBX-CC

An account that makes it possible to place outbound calls from the PBX.

Hunt Group

PBX-HG

A grouping of extensions set up to receive calls in order if a line is busy.

Paging Account*

PBX-PA

A one-way audio communication from one caller to a large group of listeners.

IVR Node

PBX-IVR

An account that allows a telephone caller, to select an option from the menu.

Agent Group

PBX-AG

A queue for incoming calls that allows for dispatch to a list of agents.

Conference Room

PBX-CR

A PBX account acting as a simple conference for multiple participants.

Trunk

PBX-TRK

A connection used to interface with devices that are not registered with the PBX.

Recording

PBX-REC

An option of the PBX that allows for inbound and outbound call recording.

CDR Reporting

PBX-CDR

An option of the PBX that allows for Call Detail Records to be used for billing.

SIPS Security

PBX-SEC

A security option of the PBX that secures calls using TLS, SRTP, and SDP.

Co-Lines

PBX-CO

CO-Lines are associated with trunks, Each trunk may have several CO-Lines.

Low rate Codec

PBX-LRC

A voice comprehension algorithm that compresses voice audio down to 8Kb/sec.

*What is an Account?

We are using the term account to be any of the following: Auto Attendant, Conference, Hunt Group, Agent Group, Calling Card, Paging, Service Flag, and IVR Node. The customer can choose to configure the PBXs accounts so as to meet their needs. You cannot create accounts beyond the number you are licensed for.

**What is an Extension?

An extension is a special account type that has a phone and a mailbox associated with it. An extension can have multiple phones connected to it with the same extension number.

*The pbxnsip components above can be added to the base bundles found on pbxnsip Software IP PBX Section

Please Enquire
