

Automated Attendant

On Monday, May 3, 2010, we will be implementing an **Automated Attendant** answering system for outside calls made to Isabella's main telephone number, **(212) 342-9200**. We are implementing the Automated Attendant system to enable our Security Officers to better serve our visitors, residents and staff.

The Automated Attendant system will answer calls from 7:00am to 7:00pm every day. Outside of those hours security staff will continue to answer calls to the main line. In the case of an emergency the Automated Attendant can always be turned off - so that all incoming calls are handled by the security desk staff.

What you should know:

- ~ Outside callers have the option of pressing "0" at any time to be connected to the security desk staff for immediate assistance.
- ~ Only calls coming into the main number, (212) 342-9200, will be answered by the Automated Attendant. Individual numbers will ring directly to the individual's line as they do now.
- ~ Internal calls made to direct extensions will not be affected.
- ~ The Automated Attendant has options for both English and Spanish languages.
- ~ Information regarding this change will be posted to inform families and guests.
- ~ The Auto Attendant Directory lists the most frequently called departments. If your department is not listed, the caller will be directed to press "0" for further assistance and be connected to the staff at the Security Desk who will then forward the call.
- ~ We have tried to make this system as user friendly as possible.

What you should do:

- ~ Please make sure that all voice mail greetings are up to date and contain the correct information. Such as: Name - Title - Department - Days & Hours of Operation - Instructions for further assistance.
- ~ Communicate with visitors, callers and others about the new system.
- ~ Please keep us posted about any problems or suggestions you may have about the Automated Attendant system.

Thank you for your support, cooperation and understanding as we implement this new system.