NICE inContact CXone
Attendant

Connect callers to the right person—no receptionist required

NICE inContact CXone Attendant is an auto-attendant solution for companies of all sizes. It connects callers with any user in the company they wish to speak with—agents or non-agents—without the need for a human operator. It comes with two different licenses, CXone Attendant and CXone Attendant Plus that includes voicemail functionality. Seamlessly integrated with the CXone platform, it offers single sign on for agents and managers and makes use of the intuitive Studio interface and ACD user administration for ease of management.

Intuitive interface enables Attendant users to self-serve

With CXone Attendant, users have the intuitive web-based CXone Attendant end-user interface to personalize their settings such as adjusting their Out of Office Status and handling their voicemail. Features include

- Turning on and off their out-of-office setting
- Recording their voicemail greeting and name for a more personal caller experience
- Choosing a backup user to ensure calls are handled even while they are out
- Viewing, listening to, forwarding, downloading or deleting their voicemails
- Changing their voicemail PIN

CXone Attendant management and administration

Seamless integration with the NICE inContact CXone platform provides access to powerful, streamlined user management and the ability to easily create and update large number of Attendant users—bulk upload and access to user templates saves a lot of time

BENEFITS

- Handle every incoming call in a professional manner 24/7/365.
- Make call handling for business users and agents fast and efficient.
- Keep end users happy with intuitive interfaces and customizable options.
- Reduce operational cost with quick and easy setup and administration.
- Eliminate impact on IT with DIY management for extensions and corporate directory.

KEY FEATURES

- Automatically connect callers to business users or agents.
- Dial-by-Name, Dial-by-Extension, use DNIS or Corporate Directory.
- Manage voicemail in a user-friendly web interface.
- Easy to customize out-of-office / unavailable handling options
- Unify user experience across mixed telephony environments.
- Create and manage a corporate directory without IT involvement.
- Securely generate and assign extensions.
- Administer easily in any size environment from a couple to thousands of users.
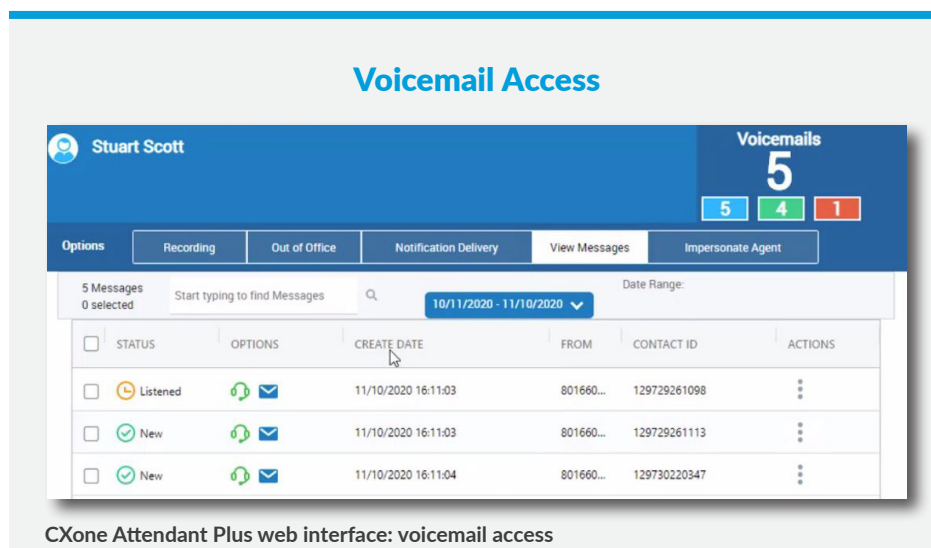
Voicemail Access

CXone Attendant Plus web interface: voicemail access

and effort. Integration with Studio and its visual flow design and access to enhanced PBX functionality (Dial-by-Name, Dial-by-Extension, DNIS or Corporate Directory) enables calls to be transferred to agents as well as business users based on a customizable call prompts and responses.

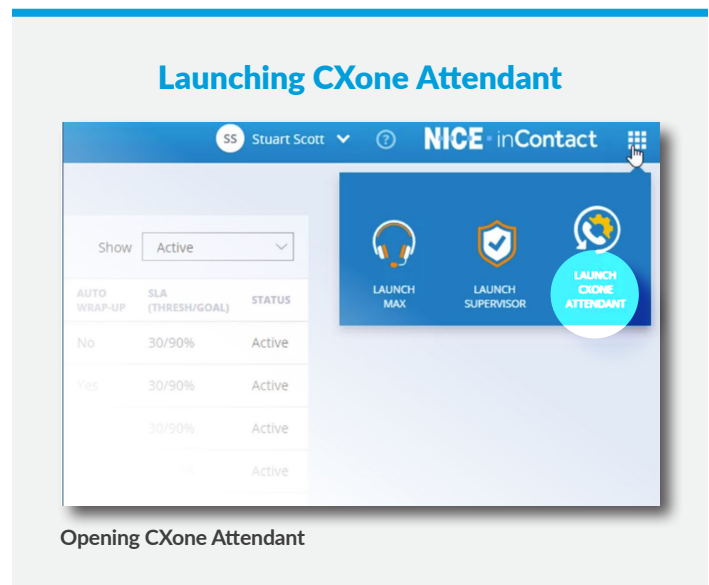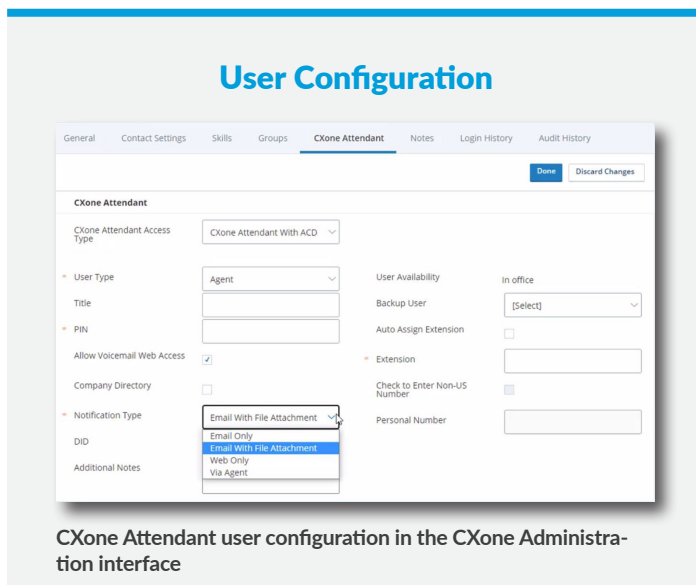Administrators can set up different Attendant users with configuration options such as:

- **User Type**: determines whether or not this user also is a contact center agent; options are Agent, Business User, Rollover user (a call is first routed to an Agent, then sent to a Rollover user extension only when the agent is not logged in) or General Voicemail for a company mailbox
- **PIN**: a numeric identification that validates user identity for retrieving voicemail by phone
- **Notification Type**: a setting that determines how each user is notified when they have a new voicemail message: via email, in the CXone Attendant application only or in the Agent interface

- **Telephony settings**: the user's extension or DID and whether or not they are listed in the Corporate Directory

CXone Attendant makes it easy to create and manage a Corporate Directory online, allowing managers and admins to update and make changes in real-time. There's no need to involve IT, which translates into less effort and major time savings.

Enhanced security and permissions

Launching the CXone Attendant end-user interface from the CXone Administration User Interface ensures single sign-on for agents. It enforces the CXone password policy for everyone: managers, agents and business users. Detailed roles and permissions make sure that each user has access to every feature and functionality they need—not more, not less. And by using the CXone platform, the CXone Attendant product profits from a wide range of compliance features such as compliance certifications.

User Configuration

CXone Attendant user configuration in the CXone Administration interface

Launching CXone Attendant

Opening CXone Attendant