

INCOMING CALL HANDLING

Abadata Connect Feature Guide

Abadata Connect can route incoming calls in many different ways. Calls can ring one telephone, several telephones at the same time, go directly to a specific person, enter a call queue, or be answered by an automated attendant. The right design depends on how your organization wants customers to be greeted and served.

AUTO ATTENDANT

What it is: An Auto Attendant is a professional automated greeting that answers incoming calls and gives callers choices for reaching the right person or department.

Example: "Thank you for calling ABC Company. Press 1 for Sales, 2 for Service, 3 for Accounting, or 0 for the operator."

How it can be used: Route callers by department, employee, location, language, or purpose. Different greetings and choices can be used for business hours, after-hours, weekends, holidays, or special events. Callers can also be directed to voicemail, a queue, an outside number, or other destinations.

CALL QUEUES

What it is: A Call Queue places callers in an organized waiting line when the people who handle those calls are already busy. Calls are then presented to available team members according to the way the queue is configured.

Queue Feature	How It Helps
Hold callers in order	Keeps callers connected while waiting for an available team member.
Music / announcements	Play music, greetings, estimated information, or periodic messages while callers wait.
Call-back option	Allow a caller to request a call back rather than remain on hold.
Voicemail option	Give callers the choice to leave a voicemail instead of continuing to wait.
Agent distribution	Calls can be distributed among available staff using configured ringing strategies.
Overflow / timeout routing	If the queue is too busy or the wait is too long, calls can be sent to another group, voicemail, outside number, or other destination.
Schedules	Use different handling for open, closed, holiday, lunch, or special-hour schedules.

DIRECT RINGING, RING GROUPS & PRIVATE NUMBERS

Single Phone	An incoming number can ring one specific extension or telephone.
Ring Group	One incoming call can ring multiple phones, either together or in a defined pattern, so another team member can answer.
DID / Private Number	A Direct Inward Dial (DID) number can be assigned so callers using that private/direct number go straight to a specific extension or destination without going through the main Auto Attendant.

OTHER COMMON INCOMING CALL FEATURES

Time-of-Day Routing	Automatically change call handling for business hours, evenings, weekends, lunch periods, or holidays.
Voicemail	Send unanswered calls to individual, department, or general mailboxes.
Call Forwarding	Route calls to another extension, location, mobile phone, or other telephone number when appropriate.
Caller ID	Display caller information to help employees identify incoming calls before answering.
Simultaneous / Sequential Ringing	Ring multiple destinations together or in sequence to improve the chance that a caller reaches a person.
Announcements & Greetings	Provide customized greetings, informational messages, directions, or emergency/special-event announcements.

NEED MORE?

Abadata Connect also offers **full Call Center packages** for organizations that need more advanced incoming-call capabilities, including enhanced queue and agent features, reporting, monitoring, and other advanced calling features.