Easy Attendant

Flexible, Reliable, Automated Call Handling

A good customer experience starts with your customer's first phone call into your business.

That's why Easy Attendant makes it simple to ensure that calls will be handled efficiently 24 hours a day, 7 days a week.

Similar to a live operator, Easy Attendant offers powerful capabilities for directing incoming callers to the appropriate department or employee. You get the benefits of automation with the ability to improve productivity and cost control without the burden of an overly complicated system to manage.

Easy to Manage Features

Call handling does not have to be a source of frustration for your customers or your service team. With a tool like Easy Attendant, you can easily manage a host of features through your phone or our web-based CommPortal.

Customizable for Your Business

Business administrators can easily configure a menu to be played to callers, utilizing personalized:

- Business hours greetings
- Non business hours and special days greetings
- Single menu greeting that will be used at all times, for example:
  "Welcome to Bob's Tires. To hear directions to our store, press 1. To hear our hours of operation, press 2. If you know the extension of the person you're trying to reach, press 3, and then enter the extension followed by the pound key. Or, to reach an operator, please press 0."

Services Your Customers Require

Depending on the options you wish to offer, callers can use their telephone keypad to:
- Listen to recorded messages
- Transfer to specific departments or individuals - including the ability to dial by extension or dial by name
- Transfer directly to a voicemail account and leave a message

Upgrades if You Need Them

For additional features and capabilities, ask about our Premium Attendant service.

Why FairPoint?

Superior network
FairPoint is proud to bring you the largest network in Northern New England, with over 17,000 fiber route miles and coverage of over 95% of businesses in Maine, New Hampshire and Vermont.

Local support
Sales support staff and experienced sales engineers in your area can design the right solution for your business.

Portfolio of services
Our broad portfolio of IP-based services enable customers to enhance functionality while improving efficiency.

Expertise
We have over 20 years of experience supporting businesses like yours, in your local market.

Competitive pricing
We can show you how our services can add value to your business and make it more efficient.

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How It Works

Professional interface – Easy Attendant provides your business with a convenient and virtual means to answer your business' incoming telephone calls.

Purchase options – are easy. Just order Easy Attendant with any FairPoint Hosted PBX line.

Customer experience – is enhanced. Easy Attendant combines advanced web and telephone features to create a professional, customer-friendly image for your business today.

Your Hosted PBX Service

When you order Easy Attendant, you'll also be leveraging FairPoint's Hosted PBX service. Hosted PBX delivers the power of a PBX over a FairPoint Ethernet connection utilizing FairPoint's managed devices installed on your premises. FairPoint also provides a range of IP phones that are available at competitive monthly rates. Features offered on all service levels include:

- Unlimited local calling
- Station-to-station intercom calling
- Caller ID, including name and number
- Voicemail
- Call forwarding
- Call transfer
- Call park / retrieve
- Speed dialing
- Return call / busy redial
- Call manager / find me follow me
- SimRing to ring a maximum of 5 phone numbers simultaneously, including cell phones
- Call hold, including music on hold
- Web portal for do-it-yourself changes and feature activation and management
- Attractively priced distance calling plans

Take Control

Through either your phone or our easy-to-use web portal, you have complete control over how your Easy Attendant system is set up and used.