



What Does Answered Mean in Call Reports? A Proof Checklist

Get a business phone number with a simple auto attendant menu from Auto Attendant. A caller picks who they need and the call rings that person's own mobile, so nobody on your team has to publish a personal number.

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Executive Summary

“Answered” does not necessarily mean a person picked up. Its meaning depends on the provider, report, call direction, and event being counted. **Zoom** documents inbound **Answered** as a person answering and **Accepted** as an auto receptionist or interactive voice response system answering. (support.zoom.com) **Twilio** says a completed connection can involve a person, phone menu, or voicemail. (www.twilio.com) **Ringover** explicitly includes a voicemail outcome marked answered. (support.ringover.com) Owners should therefore read the report’s definition before treating an answered count as evidence that customers reached staff.

The same label can also change meaning within a product. **Aircall’s** analytics definition of outbound Answered includes connection to an automatic voice responder. (support.aircall.io) A recipient’s history is another perspective: Zoom’s enhanced history can show the call to every recipient even when someone else answered. (support.zoom.com) The useful unit for an owner is the **caller attempt**, linked to its routing events and recipient outcomes. Several staff notifications should not automatically become several lost customers. Equally, a menu pickup should not automatically become a human conversation. A callback connection is evidence of another connection, not proof that the customer’s issue was resolved.

This report proposes a **six-journey acceptance test**, explicitly an analyst-designed worksheet rather than an account test: human pickup, greeting abandonment, voicemail with a message, mailbox pickup without a message, simultaneous ringing with a human answer, and overflow to another destination. Preserve each attempt’s identifier, time zone, route, recipient evidence, voicemail result, and final observed outcome. Reconcile the actual rows across staff, administrator, and shared views. Mark unsupported human-answer classifications **unknown**, especially when forwarding to external mobiles.

Reporting windows and delays also matter. Microsoft’s planning documentation describes historical reporting for up to **45 days**. (learn.microsoft.com) Its historical-report documentation says data is typically available within **30 minutes**, sometimes taking several hours. (learn.microsoft.com) **Dialpad** documents company-history call records as accessible for at least **one year**, illustrating why a retention statement needs a named view. (help.dialpad.com) The buying decision is whether the current service can supply reconcilable evidence to everyone who needs it. A minimal owner-maintained log may suffice; shared-history software or fuller reporting is justified when the required evidence cannot otherwise be demonstrated.

Introduction and Background

Consider two synthetic situations (Hypothetical Example). In the first, a caller hears a business menu and disconnects before an employee answers. The report looks handled because the system picked up. In the second, the business rings four staff mobiles; the fourth employee answers while the other three see missed notifications. Neither display should be interpreted without knowing its scope. Zoom specifically documents multi-recipient visibility even when somebody else answers. (support.zoom.com)

The question “**what does answered mean in call reports**” is therefore about evidence, not vocabulary alone. An owner needs to know which event occurred, who or what generated it, and whether it establishes contact with a person. **Vonage's** developer documentation makes the sequence particularly clear: machine detection begins after the call has reached its answered state. (developer.vonage.com) Network answer and human classification are separate questions.

The proposed event map keeps the caller journey separate from its later follow-up:

```
Public number
-> Menu/system pickup
-> Destination ringing, possibly several recipient legs
-> Person answers OR mailbox picks up OR caller disconnects
-> Optional later callback, recorded as another attempt
```

This is a conceptual map, not a promise that every provider records every event. Reconcile what the service actually exposes, and mark the rest unknown.

This distinction matters for a small firm sharing a public number across existing mobiles. The acceptance question should be concrete: can the owner trace a known caller journey through the number, menu, destination ringing, and final outcome? More dashboard totals are useful only if the underlying definitions match that question. **Ooma**, for example, documents a Call Resolution column (available to Office Pro administrators in company call logs) distinguishing answer, voicemail, and disconnection. That is a specific reporting feature, not a universal promise made by every routing service. (www.ooma.com)

The evidence below consists of official documentation retrieved for this report. **No account, handset, or report tests were performed.** Vendor definitions are attributed to their particular views; the worksheet is a proposed buying test. It is designed for owners and backup staff, not individual performance scoring. It also avoids equating call events with customer satisfaction, sales opportunities, or revenue. Even a documented answer label requires attention to direction: Aircall includes an automatic voice responder within its outbound Answered definition. (support.aircall.io)

Key Changes

The changes proposed here concern how an owner interprets and accepts reporting. They are not claims that all providers recently changed their products.

Replace a universal label with a documented event

Start by asking “**answered by what?**” In Zoom's New View, an inbound person answer and an auto receptionist or interactive voice response (**IVR**) answer have different event labels. (support.zoom.com) A report using those meanings should not be read as though Accepted and Answered were interchangeable.

Other dictionaries differ. Ringover documents both a voicemail outcome marked answered and a separate voicemail status considered missed. (support.ringover.com) These are not contradictions to resolve by choosing the more favorable count. They are reasons to preserve the exact label, its definition, and the report that produced it. Translating everything into “handled” would remove information the buyer needs.

Read direction and integration before comparing labels

Answered calls versus connected calls has no universal ranking in which one word always proves more. Zoom defines Connected in the relevant log as an outbound call whose callee answers. (support.zoom.com) In Aircall's older Salesforce Voice Object, Has Connected includes either voicemail or a real person; that documentation explicitly identifies the object as part of an older setup. (support.aircall.io)

Do not transplant an integration field's definition into a current dashboard. Record **inbound or outbound**, report name, and integration alongside the status. Likewise, a long duration is insufficient evidence of conversation. Aircall's total call time includes IVR, ringing, and conversation. (support.aircall.io) A useful report must distinguish the interval being measured before duration can help explain what happened.

Separate missed and abandoned from business outcomes

A **missed call** can describe a recipient's nonresponse rather than the final caller outcome. Dialpad defines its missed category around users being rung without accepting, and its abandoned category around inbound calls that did not ring users. (help.dialpad.com) Microsoft's shared-history definition instead describes abandonment as the caller hanging up before answer or timeout. (learn.microsoft.com)

Use those definitions within their documented scope. Do not assume every hangup means the same thing across vendors, or that every unanswered recipient represents an additional customer. The owner should retain the original events, then make a separately labeled business classification supported by the whole journey.

Treat human classification as evidence with limits

A field explicitly described as human acceptance is stronger evidence than a generic connection state. Automated detection is still a classification process: Twilio notes that answering machine detection may return an incorrect result. (www.twilio.com) Ask what generates the field, whether it covers the external mobile route, and whether unknown results remain visible. A plausible label should become an acceptance-test question, not an unsupported guarantee.

The Minimum Event Dictionary

An **attempt** is a single inbound caller journey in the proposed owner-level log. A **call leg** is a segment of that journey, such as routing from the system to a recipient. Provider identifiers may describe different levels: Twilio has a unique identifier for a Call resource and a parent identifier for the call that created a leg.

(www.twilio.com) *Table 1* lists proposed worksheet fields; actual export columns require confirmation.

Event or field	Meaning to preserve	Evidence to request and remaining question
Caller attempt and identifier	A particular inbound journey, distinct from a repeat attempt by the same number.	Root identifier plus linked legs; Ringover exposes Call ID and Channel ID. Ask which identifies the complete journey. (support.ringover.com)
System answer	A menu or other automated service picked up.	Exact system event and timestamp. Zoom's system-answer event is Accepted in the cited view. It is not human-answer evidence. (support.zoom.com)
Menu choice and route	The selected option and destination, if available.	Specify whether the report contains every choice or only the final branch. Aircall's IVR filter uses the last selected branch before answer or miss. (support.aircall.io)
Recipient ringing	Delivery to a particular person, group, or external number.	Recipient identity and linked delivery record. A child-leg relationship can matter; Dialpad documents entry-point linkage. (help.dialpad.com)
Human acceptance	A documented person-answer event at the relevant endpoint.	Identity, timestamp, and the source of classification. Dialpad describes a connection timestamp to an agent, operator, or user; external-mobile coverage still needs demonstration. (help.dialpad.com)
Mailbox pickup and message	Reaching a mailbox is different from leaving a message.	Keep these as separate observations. Dialpad's voicemail field reports whether a voicemail was left. (help.dialpad.com)
Disconnect and final outcome	Where the caller journey ended.	Preserve the raw reason before interpreting it. Ooma distinguishes caller disconnection before answer or voicemail routing. (www.ooma.com)
Time and report scope	Start time, time zone, direction, filters, and the view being exported.	Twilio documents its call start time in Coordinated Universal Time (UTC); confirm display and export conventions separately. (www.twilio.com)
Later callback	A separate outbound attempt linked as follow-up where evidence permits.	Keep connection and issue resolution separate. Aircall's outbound Answered can include an automatic responder. (support.aircall.io)

The dictionary prevents a silent change of unit halfway through the analysis. A unique caller is not the same thing as a caller attempt, and neither automatically establishes a sales opportunity. Repeated attempts must remain separate until their identifiers and event chains justify linking them.

For each vendor label, maintain **documented meaning, caller or recipient scope, evidence URL and retrieval date**, and **what remains unknown**. Do not overwrite the vendor's label with the owner's conclusion. The original status should remain available beside an interpreted field such as verified human answer, mailbox reached, disconnected before staff, or unknown.

Exports need their own dictionary. **BT's UK Cloud Voice** documentation is a useful scope example, not a U.S. buying recommendation: its exported Date Time field uses UTC, and its logs can be exported as comma-separated values (**CSV**). (business.bt.com) Ask the current provider to demonstrate the corresponding fields in the actual account rather than assuming a familiar spreadsheet heading means local time.

Why Call Histories and Dashboards Disagree

Different observers produce different records

A native mobile history, an individual business-phone app, an administrator's log, and a shared inbox answer different questions. The owner should first identify the observer and scope. Zoom explicitly states that quality-of-service (**QoS**) reporting and call history use different datasets. (support.zoom.com) A quality dashboard therefore should not be assumed to reconcile row for row with customer-call history.

Permissions add another boundary. Dialpad documents ordinary users seeing their own calls, while its company-history view has broader administrator access. (help.dialpad.com) BT describes company-level visibility across sites and employees, alongside user-specific logs. (business.bt.com) The presence of a record for an administrator does not prove a backup employee can see it. Access needs a demonstration under the backup employee's actual role.

Shared visibility is a particular capability

Zoom's enhanced shared-line-group history can identify which member answered. (support.zoom.com) Its documentation also says hardware devices continue using their existing history system. (support.zoom.com) Do not assume that the handset, mobile app, and shared view receive identical information just because they are attached to the same service.

Microsoft similarly documents shared-history controls governing what history is available and who can see it. (learn.microsoft.com) Its nested-queue example associates missed and answered history with receiving queue B after redirection from queue A. (learn.microsoft.com) A caller may have followed the intended route even when the owner initially searches the wrong queue. Route attribution is part of the reconciliation, not a minor display preference.

An export can have another scope again

Ooma allows extension-level exports for end users and company-wide exports for administrators. (www.ooma.com) Dialpad directs users away from Conversation History to analytics for call-log exports. (help.dialpad.com) Seeing a call on screen therefore does not establish which export contains it, which columns survive export, or which employee can obtain that file.

Verizon's One Talk guide generally associates call detail records with the first number called. (www.verizon.com) That documented boundary matters when comparing initial-number reporting with a downstream recipient's history. The correct question is whether the provider can explain the relationship, not whether all screens display identical row counts.

Keep a **routing-change log** separate from customer-call history. A record that someone edited a menu or destination answers a configuration question. It does not establish that a later caller reached a person. Preserve the configuration used during the controlled test so that a provider can explain the observed path; do not substitute administrative activity for call evidence.

Implementation Considerations and Process Changes

Run a small, consented acceptance test

Use consenting participants, test labels, and nonsensitive content. **These proposed journeys have not been tested.** Repeat to resolve uncertainty, such as an external mailbox classification.

Table 2 is a proposed **six-journey reconciliation sheet (Hypothetical Example)**; leave untested results unknown.

Test journey	Expected caller result	Staff, administrator, and shared-view observations to enter	Identifiers, missing data, explanation, and provider response
A. Human answers	Participant reaches a person through the intended route.	Enter each view's exact label and accepting identity; currently untested.	Root and leg IDs; can the provider establish human acceptance on this endpoint?
B. Hang up during greeting	Caller disconnects before staff ringing or answer.	Enter system pickup, disconnect, and any staff notification; currently unknown.	Identify the greeting event and terminal reason; explain any answered label.
C. Nobody answers, message left	Mailbox answers and captures a test message.	Enter recipient outcomes, mailbox event, and message evidence; untested.	Link the message and call where supported; explain caller versus recipient status.
D. Mailbox reached, no message	Caller hears mailbox greeting and disconnects without recording.	Enter mailbox pickup and message absence separately; unknown.	Does the report distinguish mailbox connection from a saved message?
E. Several recipients ring, one answers	Caller reaches the accepting participant.	Record the accepting view and every nonaccepting view, plus shared/admin outcome.	Link deliveries to the same attempt; explain apparent missed notifications.
F. Overflow to another destination	Initial route is unanswered; another destination answers.	Enter both routes, final accepting endpoint, and terminal status; untested.	Link transfer/overflow legs; document any attribution or visibility gap.

Reconcile by **caller journey**, retaining recipient details. Enter data only for existing views; mark unavailable journeys and request the provider's equivalent explanation.

Match chains, not just phone numbers

Cisco's documented Webex example joins legs through a Correlation ID and can generate separate originating and terminating entries for each leg. (www.cisco.com) Dialpad instead documents different entry-point and user call IDs, with identifiers linking fan-out legs and transferred calls. (help.dialpad.com) The correct join

depends on the provider's schema.

Use this reconciliation sequence:

- **Freeze the scope:** save the tested number, route, recipients, date range, and time zone.
- **Record the attempt:** note the test label and caller-observed start and end.
- **Collect identifiers:** retain the root identifier and every linked leg identifier available.
- **Copy raw labels:** record staff, administrator, and shared-history status without translating it.
- **Match the chain:** follow documented parent, transfer, or correlation relationships.
- **Explain extra rows:** identify delivery events, originating records, and terminating records.
- **Explain absent rows:** check filters, access, reporting delay, and unsupported endpoints.
- **Ask the provider:** attach the specific unresolved journey and the expected evidence.
- **Close explicitly:** mark each result verified, explained, unavailable, or unknown.

Microsoft documents a Cloud Call Flow Details report showing legs through voice applications.

(learn.microsoft.com) Ringover documents a call flow showing where the call rang and which leg ended it.

(support.ringover.com) GoTo uses conversationSpaceId as the key to the associated Call Events Report.

(developer.goto.com) These examples illustrate evidence structures; owners may obtain equivalent proof through an export or provider explanation.

Choosing the Required Level of Visibility

Start with the evidence requirement and the people who need access. A simple service can remain suitable when an owner can maintain an adequate, reconcilable log. A shared-history app helps when backup staff need the same journey and outcome. Platform reporting may be needed for linked routes, exports, or dataset definitions.

Table 3 maps purchase requirements. **autoattendant.io** appears as the publisher's routing-category option; this report establishes no dashboard, shared-history, export, or human-detection capability for it. Apply the same evidence requirement.

Option	Minimum evidence needed	Capability to demonstrate	Manual workaround and access control	Decision if unmet
Current number/menu service with owner log	Attempt, route, observed outcome, and explicit unknowns.	Reconcile the test journeys without counting recipient events as customers.	Owner records consented observations; restrict access to necessary staff.	Consider shared history if backup staff need evidence the log cannot supply.
autoattendant.io, publisher routing option	The same caller-level evidence requirement.	Reporting scope and external-mobile outcome evidence require demonstration; no capability is assumed here.	Assess whether the owner log or voicemail process meets the requirement.	Choose a fuller shared-history/reporting product if shared evidence is essential.

Option	Minimum evidence needed	Capability to demonstrate	Manual workaround and access control	Decision if unmet
Shared-history app or phone platform	Common history with accepting identity and permissions where documented.	Demonstrate the actual receiving endpoints, backup role, and chosen plan. Microsoft documents history visibility controls. (learn.microsoft.com)	A controlled export may supplement the shared view; avoid exposing unnecessary caller information.	Seek platform reporting if the shared view cannot explain routes and final outcomes.
Platform reporting or linked-call export	Root/leg relationships, report scope, retention, and export definitions.	Reconcile a real export to the test chain. Aircall's Analytics API exports a report scoped by date range. (developer.aircall.io)	Designate who can export, store, and interpret the file; document gaps.	Do not accept a human-answer metric whose supporting evidence remains unavailable.

The matrix also requires proof of licensing and client prerequisites: Microsoft says Queues app users require Teams Premium, while Zoom's enhanced history requires app version **6.5.5 or higher**. (learn.microsoft.com) (support.zoom.com)

Use this provider question card before accepting reporting claims:

- **Status:** What exactly generates Answered, Connected, Missed, and Abandoned in this view?
- **Direction:** Do inbound and outbound labels have different meanings?
- **System pickup:** Is a menu answer separate from a person's acceptance?
- **External mobiles:** How is carrier voicemail distinguished from a person, if at all?
- **Recipients:** Can the owner identify who accepted and who merely rang?
- **Identifiers:** Which field represents the attempt, and which fields link legs?
- **Messages:** Is mailbox pickup distinguishable from a message being left?
- **Scope:** Which routes, numbers, devices, and failed or blocked events are included?
- **Access:** Can backup staff see the required history using their actual permissions?
- **Exports:** Which view, fields, filters, and plan apply to the downloaded file?
- **Timing:** When should a completed test appear, and must the view be refreshed?
- **Retention:** What remains available for each dataset, and after cancellation?

Reporting may require activation: Verizon says One Talk call detail records are not collected until reporting enrollment. (www.verizon.com) A demonstration should therefore begin by confirming that collection is enabled, not merely that a reporting menu exists.

Data Analysis and Evidence

Count attempts before calculating rates

The following arithmetic is a **(Hypothetical Example)**, generated for this worksheet, not a measured provider benchmark. Suppose a single caller attempt rings **four recipients**, and one accepts. The owner-level result is **one attempt, one verified human answer**, and **four recipient-ring events**. Three nonaccepting recipient events do not become three independently lost customers. Cisco's separate records per leg illustrate why report rows need not equal caller attempts. (www.cisco.com)

Now suppose the same consenting tester performs all **six** worksheet journeys, with human answers only in A, E, and F. Under that explicitly synthetic assumption, there are **six attempts, one distinct caller, and three human-answered attempts**. If all six are the defined eligible inbound attempts, the proposed rate is $3 / 6 = 50\%$. This is worksheet arithmetic only; it supplies no market benchmark or expected business performance.

Human-answer rate = verified human-answered eligible attempts / defined eligible inbound attempts.

Define eligibility before calculating: which number, direction, period, time zone, and excluded test or noncustomer categories apply? If external-mobile evidence cannot verify human pickup, leave human-answer rate **unknown**. Report the measurable quantity accurately, such as provider-labeled connection rate, rather than relabeling it human answer. Twilio's completed status can include a menu or voicemail. (www.twilio.com)

Operational limits change the comparison

As retrieved in October 2026, the following documented limits concern different datasets and are **not interchangeable retention promises**:

- **Microsoft admin-center usage**: its planning page excludes reporting beyond **28 days**; the historical-report alternatives cover up to **45 days**. (learn.microsoft.com)
- **Microsoft historical latency**: data is typically available within **30 minutes**, but can take several hours; the report must be refreshed for new data. (learn.microsoft.com)
- **Verizon One Talk latency**: data is generally refreshed hourly with call details from **4 hours earlier**. (www.verizon.com)
- **Dialpad Conversation History**: company-history call records are accessible for at least **one year**. (help.dialpad.com)
- **BT UK Cloud Voice analytics**: Insight information is available for up to **12 months**, compared with up to **60 months** for Report and Report Premier; ending the service removes information access. (business.bt.com)

These figures establish questions to verify in the selected account, not which provider is best. Compare equivalent periods only after the slowest relevant dataset is complete. Preserve the export's retrieval time and definitions. A shorter quality-data window says nothing by itself about how much caller history remains, and a long history window does not establish human-answer accuracy.

Implications and Future Directions

The useful buying standard is **reconcilable evidence**, not the largest answered total. A provider should be able to explain a small set of known journeys using its documented event model. The explanation can be simple, but it should preserve the distinction between caller attempt, automated pickup, recipient ringing, human acceptance, and mailbox outcome. Unsupported events should remain visible as unknowns.

This standard also places limits on interpretation. Microsoft's historical-report documentation says completeness depends on telemetry received from participating clients. (learn.microsoft.com) GoTo notes that some post-call analysis appears only when individually completed. (developer.goto.com) An immediate screen comparison is therefore not always a comparison of completed datasets. Capture when the evidence was obtained and when the provider says it should be complete.

For external-mobile forwarding, request a demonstration using the actual destination type. Vonage explains that machine detection requires an established call and flowing audio. (developer.vonage.com) Its webhook documentation distinguishes machine answers such as voicemail from human classification events. (developer.vonage.com) That developer capability does not establish that every retail forwarding plan exposes equivalent evidence. Twilio's answeredBy field is populated only when answering machine detection was initiated; otherwise it is empty. (www.twilio.com)

The go/no-go acceptance sheet can remain short:

- **Go:** all required caller journeys reconcile to documented records or an adequate owner log.
- **Go:** backup staff can access the evidence their role requires.
- **Go:** exports and retention support the owner's chosen review period.
- **Conditional:** an explained limitation has a workable, explicitly accepted manual process.
- **No-go for human-answer reporting:** the label cannot distinguish the evidence the owner needs.
- **No-go for shared visibility:** necessary staff cannot see or retrieve the required history.
- **Retest:** a specific route, endpoint, permission, or delay remains unresolved.

This is an acceptance decision about reporting fitness. It does not score employees, estimate lost revenue, or prove customer satisfaction. Recheck the relevant journeys after a material routing or endpoint change; repeat only the tests needed to resolve the changed assumption.

Conclusion

An answered label should be treated as the start of a question: **which documented event does this report count?** It may mean a person answered, an automated service picked up, or a connection completed without identifying a human. Ringover, for example, documents a voicemail outcome marked answered. (support.ringover.com)

The practical response is to keep a small event dictionary and reconcile known caller journeys. Preserve the original status, attempt and leg identifiers, time zone, route, recipient evidence, voicemail observation, and final outcome. Keep retries separate. Keep recipient notifications underneath the caller attempt. Keep callback connection separate from issue resolution. Where the evidence does not establish human answer, write unknown rather than converting a broad connection label into a stronger claim.

The acceptance worksheet turns a vague analytics promise into a concrete buying decision. An owner-maintained process may be adequate if it produces the required evidence and gives backup staff appropriate access. A shared-history application or fuller reporting platform is justified when that visibility is necessary and the simpler process cannot provide it. Microsoft's documented visibility controls illustrate why access is part of the evidence requirement, rather than an assumption about every employee's history. (learn.microsoft.com)

Choose the reporting level that can explain the calls the business actually tests. Require the provider to demonstrate status meanings, external-mobile coverage, exports, access, timing, and retention. Trustworthy measurement begins with an event that can be traced and a claim no stronger than the evidence supporting it.

Source links

Links cited in this article, in order of first appearance. Full addresses are provided for readers using extracted text.

1. https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0057865
2. <https://www.twilio.com/docs/voice/api/call-resource>
3. <https://support.ringover.com/hc/en-gb/articles/14604241152785-How-to-check-your-call-logs>
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22. <https://www.verizon.com/support/one-talk-faq>
23. <https://business.bt.com/help/article/bt-cloud-voice-call-analytics>
24. <https://developer.vonage.com/en/voice/voice-api/webhook-reference>

THE PUBLISHER

About Auto Attendant

Auto Attendant gives a small business one phone number and a recorded menu that sends each caller to the right person. The call rings the mobile that person already carries, using their normal dialler and their normal mobile plan. Pricing is a single flat monthly fee for the whole company rather than a charge for each user, and there is no app, desk phone or hardware to install.

One number, one menu, the phones you already own

A caller dials the business number, hears a short greeting and chooses an option. Each option can ring one mobile, ring several at once so whoever is free answers first, or try people one after another in a set order. There is no limit on how many people sit on the receiving end, because nobody is billed per seat. Setup is done by the owner in a few minutes: pick a number, write the greeting, and point each option at a mobile.

What it deliberately is not

An auto attendant routes a call; it does not answer one. Nobody at Auto Attendant speaks to callers, and no AI stands in for a receptionist. A business that wants its calls handled, messages taken and appointments booked wants an answering service, which is a different product at a different price. A business that needs call recording, queues, agent dashboards or CRM integration wants a contact centre platform. Auto Attendant is for the case where the call should simply reach the right pocket.

Keeping personal numbers off the internet

The business number is the only number a caller ever sees. Personal mobile numbers are never displayed and never given out, which is what lets an owner put a number on a website, an invoice, a van or a Google Business Profile without handing a personal line to everyone who finds it. An existing advertised number can be ported across and kept, and the old line keeps working while the port is in progress.

Work with Auto Attendant

Visit [Auto Attendant](#) to see [how it works](#), [how it compares](#) to a personal mobile, Google Voice and a full phone platform, and the current [pricing](#).

Telephone number portability, emergency calling and caller-ID rules differ by country and change over time. Articles published here describe general practice and cite primary regulator and carrier sources; they are not a guarantee of any timeline, and they are not legal or regulatory advice for a specific business.

Website: <https://autoattendant.io>

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