Auto Attendant

AUTO ATTENDANT / RESEARCH & PRACTICAL GUIDANCE

One Business Phone Number vs Individual Numbers

> 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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In this article

Executive Summary

For a U.S. business with **2 to 20 people**, the best default is usually a **hybrid numbering plan**: keep one business-controlled main number as the public front door, then issue direct numbers only where customers repeatedly need a named person, a private mailbox, or a distinct outbound identity. A shared main number answers the question, “Who can help with this purpose?” Direct numbers answer, “How can this person be reached again?” Treating numbers as durable business roles, rather than employee possessions, makes the design easier to route, document, and hand off.

The central finding is that **one number ringing many phones is only an inbound behavior**. It does not prove that staff can place outbound calls showing that number, share texts, transfer calls, see common history, own one voicemail box, or take multiple concurrent calls. Current products illustrate the variation. Quo says one incoming call can ring **up to 10 teammates** (quo.com), while Zoom documents **four simultaneous calls by default** for a Shared Line Group (support.zoom.com). Yet Zoom also says those groups do not support SMS (support.zoom.com), whereas Quo describes calling and texting from one shared number (quo.com). RingCentral’s similarly named Shared Lines function is documented as **desk-phone-only** (ringcentral.com). Terminology cannot substitute for an acceptance test.

Current first-party prices also show why architecture matters more than the headline number. As of September 2026, autoattendant.io lists **$29 per month for the whole company**, up to **nine menu options**, and unlimited receiving people (autoattendant.io) (autoattendant.io). Google Voice Standard is **$20 per user per month** (support.google.com), Zoom Phone metered plans start at **$10 per user per month** (zoom.com), and Quo lists **$15 per user per month when billed annually** (quo.com). Those prices cover different functions, so a fair worksheet must price numbers, seats, shared messaging, outbound identity, transfers, and concurrency separately.

The practical decision is therefore operational. Publish the main number wherever continuity matters. Give direct numbers selectively. Keep the provider account, credentials, and porting authority under business control. Before purchase, run two inbound calls at once, an outbound callback, a shared-text exchange, a live

transfer, a no-answer test, an after-hours test, and a remove-a-user test. In the United States, portability generally lets customers retain numbers when changing providers (fcc.gov), but ownership records and a tested offboarding process are what turn that right into continuity.

Introduction and Background

A growing small business eventually has to decide what customers should dial. The options sound simple: publish **one phone number for the entire business**, assign individual direct lines, or use a main line plus selected direct numbers. The real choice is not the number of digits on a website. It is the operating model behind calls, callbacks, texts, voicemail, absences, and departures.

Institutional systems show that these are distinct topologies. The University of Pennsylvania defines a shared number as one number that can appear on multiple handsets (upenn.edu). Microsoft Teams separately classifies numbers for individual users, voice applications, and conferencing bridges (learn.microsoft.com). This role-based view is the most useful starting point: a number can represent the company, a purpose such as dispatch, a queue, or a particular person.

The demand is concrete, even though no authoritative survey measures how often small firms choose each architecture. One recent small-business owner asked for one advertised number that would ring both partners' personal cells (reddit.com). That is useful problem evidence, not a population estimate.

An auto attendant is a recorded menu that answers and routes calls. Wyoming's government telephony guidance defines it as a system that automatically answers and presents a recorded menu (wyo.gov). A ring group sends a call to several destinations, simultaneously or in order. A direct inward dial number reaches a person or endpoint without the main menu. These building blocks can coexist.

The article uses a strict boundary: **ringing, messaging, outbound identity, transfer, voicemail, and concurrency are separate requirements**. A provider's support for one says nothing reliable about the others. That distinction prevents the common mistake of buying a "shared number" and discovering after publication that only incoming voice calls are shared.

Shared Main Number

Capabilities

A shared main number is the company's stable public entry point. The simplest version forwards all calls to one mobile. A stronger design adds an auto attendant, simultaneous ring, sequential ring, schedules, and a no-answer destination.

The inbound path can be visualized as:

```
Shared main:  Caller -> company number -> menu or ring group -> available person
Direct:       Caller -> employee number ---------------------> named person
Hybrid:       Caller -> company number -> role route, plus selected direct paths
```

Simultaneous ring alerts multiple endpoints and stops when one answers. Penn's implementation rings all handsets in its group at once (upenn.edu). Sequential ring tries destinations in an order. George Mason documents that later numbers ring only when the preceding number does not answer (gmu.edu). Neither behavior alone creates a queue.

Every route needs an all-busy, no-answer, and timeout treatment. Wyoming explicitly tells administrators to decide what happens when the caller does nothing (wyo.gov). Penn lists voicemail as one possible unanswered-call destination (upenn.edu). The mailbox must then have a named business owner, a notification destination, and a response target.

Adoption, strengths, and limitations

The shared-main pattern works when callers want **anyone who can help**: a new sales inquiry, dispatch request, office question, or after-hours emergency. Its strengths are caller simplicity, brand continuity, and the ability to change the receiving team without changing advertisements.

Its limitation is ambiguity behind the label. RingCentral allows a Shared Line group to present one consistent group number on outbound calls (ringcentral.com), and it documents transfers among group colleagues (ringcentral.com). A routing-only service can instead ring external mobiles while leaving staff outbound calls unchanged. These are different products for different jobs.

Shared voice also does not imply a shared inbox. net2phone's documentation says some call queues, special extensions, and unassigned numbers do not support Shared Inbox delivery (net2phone.ca). A buyer who needs texting should require a live test of inbound SMS, outbound reply, assignment, reassignment, history, and removal of a user.

Individual Direct Employee Numbers

Capabilities

Direct numbers are appropriate when the caller's intent is **this named person**. Relationship-led sales, account management, professional services, and recurring clinical or property-management contacts may benefit because the customer can call back without navigating a menu. Massachusetts' education department publishes a main number while also making staff and organizational units reachable by direct dial (mass.edu). That is a real hybrid directory, not a theoretical compromise.

A direct line commonly provides a private mailbox, personal call history, and a selectable outbound identity, but these details are product-specific. Microsoft Teams, for example, lets call-queue representatives select a caller ID for each outbound call (learn.microsoft.com). Dialpad separately documents choosing caller ID for business SMS (dialpad.com). Voice identity and text identity must both be specified.

Adoption, strengths, and limitations

The strongest case for direct numbers is repeated access to a known person. They reduce menu friction, preserve one-to-one message privacy, and make callbacks intelligible. They also create a larger number inventory and more offboarding work.

Direct lines fail when the employee is the only route and becomes unavailable. A transfer function can help. George Mason documents transfers directly to another user's voicemail (gmu.edu). But transfer support must be tested across apps, desk phones, and external mobiles. A forwarded mobile that answers with its carrier voicemail may stop the intended sequence, a behavior George Mason explicitly documents for external forwarding (gmu.edu).

Ownership is decisive. The provider account, porting personal identification number, billing records, and every business number should be controlled by the company. Google says managed Voice numbers stay with the business when employees leave (support.google.com). It also documents that an unassigned number remains under organizational control and can be reassigned (google.com). If a direct business number lives in an employee's personal carrier account, the operational plan is already weak.

Hybrid Main Number Plus Selected Direct Lines

Capabilities

The hybrid makes the public front door stable while exposing direct routes only where they add value. A main number can lead to sales, service, billing, dispatch, or an employee directory. Selected staff receive direct numbers, while everyone else remains reachable by extension or transfer. Las Positas College documents the complementary case: extensions without direct-dial numbers are reached through the campus main number and auto attendant (laspositascollege.edu).

This architecture is usually the safest default for a growing small business because it separates durable roles from changing people:

- **Main number:** Owned by the company and published everywhere.
- **Role routes:** Sales, dispatch, reception, billing, on-call, or emergencies.
- **Selected direct lines:** Assigned to relationship owners who receive repeat named-person calls.
- **Private extensions:** Reachable from the menu or through transfer, but not necessarily published.
- **Fallback mailbox:** Owned by a role, with a response target and backup.

Stanford's phone-tree documentation shows how one route can point to extensions, shared lines, hunt groups, voicemail, or combinations of them (stanford.edu). The hybrid is therefore a topology, not necessarily a premium product tier.

Adoption, strengths, and limitations

Hawaii's Department of Commerce and Consumer Affairs offers a neutral example. Its centralized rollout gave the public one main number for participating divisions and programs (hawaii.gov). At the same time, some specialty lines continued independently (hawaii.gov). This is the same logic a small firm can apply: consolidate general access without eliminating every specialized route.

The tradeoff is administration. The owner needs a number register and routing map. Microsoft's inventory, for example, includes both assigned and unassigned numbers (learn.microsoft.com). The small-business equivalent can be a spreadsheet, but it must identify purpose, owner, routes, messages, backup, and offboarding action.

Three hypothetical applications clarify the fit:

- **Two-partner trade (Hypothetical Example):** Advertise one number. Route new jobs to both partners, billing to the office manager, and emergencies to the on-call order. Keep each partner's personal number unpublished.
- **Clinic reception plus clinicians (Hypothetical Example):** Publish reception as the main route. Give selected clinicians direct lines only when repeat callers genuinely need them. Determine privacy, recording, and messaging requirements with qualified advisers before choosing a system.
- **Property manager (Hypothetical Example):** Publish a main leasing number and a separate role-based emergency route. Give portfolio managers direct lines where recurring tenants need named contacts, with backup routing during absence.

Feature Comparison

Table 1 compares the three architectures and includes autoattendant.io because the publisher is a direct provider of the routing-only shared-main category. Product examples are not treated as equivalent bundles.

Option	Caller access	Outbound and texts	Voicemail and offboarding	Best fit
Shared main number	One memorable public number, with simultaneous ring, sequential ring, menu, or queue depending on product. Penn documents ring groups of **2 to 10 phones** (upenn.edu).	Not implied. Quo documents shared calls and texts (quo.com); Zoom Shared Line Groups explicitly do not support SMS (support.zoom.com).	Must define one mailbox owner, backup, and response target. Company ownership is simplest because the public number survives staff changes.	General inquiries, dispatch, reception, and callers seeking anyone qualified.
Direct per person	Fastest path to a known employee; absence requires forwarding, delegation, or coverage.	Often clearer personal outbound identity and private messaging, but each product differs.	More mailboxes and numbers to inventory, unassign, preserve, and reassign. Google applies a **30-day hold** when a managed Voice number is unassigned (google.com).	Relationship-led work and repeated named-person callbacks.
Hybrid	Stable main entry, purpose-based routes, plus selected direct lines.	Can combine shared-role identity with personal direct identity if the platform supports both.	Requires a number register but permits clean reassignment by role.	Most growing firms with both general and relationship-led demand.

Option	Caller access	Outbound and texts	Voicemail and offboarding	Best fit
autoattendant.io routing-only shared main	One local or toll-free number, up to **nine menu options**, simultaneous or sequential ringing, and unlimited receiving people (autoattendant.io).	Staff keep using their normal mobile dialer for outbound calls, so it does not create a shared outbound identity or team-text inbox (autoattendant.io).	Unanswered calls can produce a recording and emailed transcript (autoattendant.io).	A small team that wants inbound routing to existing mobiles without seats, apps, desk phones, or full unified communications.

The matrix shows why the decision should start with caller intent and workflow, not a feature name. A simple shared main can protect personal mobile numbers and preserve the public identity. It is insufficient when every user needs business caller ID, a private mailbox, shared SMS, transfers, or an audited common history. In that case, a collaborative phone application or unified communications as a service platform is the more honest category.

Performance and Benchmarks

There is no provider-neutral benchmark showing that one topology answers faster or converts more calls for all small businesses. The useful performance measures are local: answer rate, time to answer, abandoned calls, voicemail response time, text response time, and successful handoffs. A queue may expose those metrics; a routing-only service may not.

Capacity deserves special attention. The FCC defines an interconnected Voice over Internet Protocol business subscription using the maximum simultaneous active calls, not merely the count of published numbers (fcc.gov). That is a useful purchasing distinction. One advertised number can still need several concurrent call paths.

Provider examples show nonportable limits. A RingCentral **four-line** Shared Line group supports **four simultaneous inbound or outbound calls** (ringcentral.com). Zoom Shared Line Groups support **up to four simultaneous calls by default** (support.zoom.com). George Mason's separate simultaneous-ring configuration allows **up to five numbers** (gmu.edu). These numbers describe different objects: call paths, group calls, and ringing destinations.

Device support also changes results. RingCentral describes its Shared Lines function as desk-phone-only, while Zoom says a Shared Line Group cannot route to a member's external phone number (support.zoom.com). A team that wants existing personal mobiles to ring should test exactly that path, rather than assuming an app or provisioned desk phone is equivalent.

Table 2 is a pre-purchase acceptance test. Run it with real devices, two outside callers, and a temporary user before porting an established number.

Test	Procedure	Pass condition
Two inbound calls	Place two overlapping calls to the published number.	Both receive the documented treatment; neither gets an unexplained busy signal.

Test	Procedure	Pass condition
Outbound callback	Return a call from every user type.	The intended main or direct caller ID appears, and the customer can call it back.
Shared text	Send inbound SMS and reply from two users.	Required users see history, ownership, and replies from the intended number.
Transfer	Answer on each supported endpoint and transfer to a colleague and voicemail.	The caller stays connected, the destination identity is correct, and the transfer is visible.
No answer and all busy	Decline, ignore, and occupy every destination.	The configured backup, queue, or role mailbox receives the call.
After hours	Call just before and after the schedule boundary.	Each call follows the documented hours and emergency policy.
Remove a user	Disable the test user and revoke access.	Calls, texts, history, number control, and voicemail remain with the business as designed.

This table turns marketing language into observable behavior. It also exposes product-category mismatches before numbers are printed on vehicles, listings, invoices, and customer records.

Data Analysis and Evidence

Price comparisons are meaningful only after requirements are normalized. As of September 2026, the verified published figures include **$29 monthly flat for the whole company** from autoattendant.io (autoattendant.io), **$20 per user monthly** for Google Voice Standard (support.google.com), **$15 per user monthly billed annually** for Quo Starter (quo.com), **$10 per user monthly** as Zoom Phone's metered starting point (zoom.com), and **$15 per user monthly** as Dialpad's published starting point (dialpad.com). These are vendor first-party prices, not independent performance findings.

Table 3 applies only those verified base figures to two hypothetical team sizes. Taxes, calling usage, extra numbers, hardware, annual-payment cash flow, and optional features are excluded because the fetched pages did not provide one comparable schedule for all products.

Published base model, September 2026	3 people	10 people	What the arithmetic does not prove
autoattendant.io, $29 company-flat	**$29/month**	**$29/month**	Routing-only inbound service, not per-user outbound business identity or shared texting.
Zoom Phone metered, from $10/user	**from $30/month**	**from $100/month**	Starting price does not establish Shared Line Group SMS, external-mobile routing, or final usage cost.
Quo Starter, $15/user billed annually	**$45/month equivalent**	**$150/month equivalent**	Annual billing and plan inclusions must be checked at purchase.
Dialpad, from $15/user	**from $45/month**	**from $150/month**	Starting price does not establish every required shared-number feature.

Published base model, September 2026	3 people	10 people	What the arithmetic does not prove
Google Voice Standard Workspace add-on, $20/user plus paid Workspace subscription	**Excluded from comparison**	**Excluded from comparison**	The multi-user plan requires a paid Google Workspace subscription, so the $20 Voice seat price is not a complete cross-provider total.

The calculation is deliberately narrow: price multiplied by people where the vendor uses per-user pricing. It is not a ranking. A **$29 routing service** and a **$200 ten-user phone platform** do not deliver the same scope. The economically correct choice is the least costly architecture that passes the required tests, not the smallest number in the table.

Quantitative limits should also be normalized by object:

- **Ringing destinations:** Quo states that an incoming call can alert up to **10 available teammates** (quo.com).
- **Simultaneous calls:** RingCentral ties **four calls** to a **four-line group**, while Zoom documents **four by default** for its Shared Line Group.
- **Menu branches:** autoattendant.io lists up to **nine options**, which measures routing choices, not concurrency.
- **Number retention:** Google documents a **30-day hold** for an unassigned managed Voice number, which is an administrative safeguard, not a call feature.

No available evidence supports converting those heterogeneous numbers into one score. The disciplined conclusion is that buyers should inventory the unit attached to every limit.

Implementation, Ownership, and Offboarding

Implementation begins with a **role-based number register**. Each row should record:

- **Number:** Full E.164-formatted number and provider label.
- **Visibility:** Public, customer-only, internal, or temporary.
- **Purpose:** Main, sales, dispatch, billing, on-call, campaign, fax, or named person.
- **Account control:** Legal customer name, billing owner, administrator, and recovery contact.
- **Inbound route:** Menu, simultaneous group, sequential group, queue, person, or mailbox.
- **Outbound presentation:** Main number, direct number, selectable identity, or personal mobile.
- **Messaging:** SMS/MMS availability, inbox owner, assignee, retained history, and backup.
- **Voicemail:** Mailbox owner, notification destination, response target, and retention rule.
- **Offboarding action:** Remove access, reassign, redirect, update greeting, export permitted records, and test.

The register should be reviewed whenever a person joins, transfers, or leaves. NIST guidance says to revoke authenticators and credentials associated with a departing individual (nist.gov). It also calls for changing access authorization when operational need changes (nist.gov). Those controls apply directly to phone administration, shared inboxes, voicemail portals, recovery email, and porting credentials.

For each personnel change, use the same short handoff sequence:

- **Freeze the intended route:** Record where calls and messages should go before changing access.
- **Inventory access:** List apps, desk phones, forwarded mobiles, mailboxes, shared inboxes, and administrator roles.
- **Reassign the role:** Name the new call, text, voicemail, and follow-up owners.
- **Revoke the person:** Remove sign-in, forwarding, devices, recovery methods, and delegated permissions.
- **Update public treatment:** Change menus, greetings, directories, schedules, and escalation contacts where necessary.
- **Retest the lifecycle:** Repeat inbound, outbound, message, transfer, no-answer, and remove-a-user tests.

For a shared text inbox, assign conversation ownership rather than letting every message belong to everyone and no one. net2phone documents administrator control over conversation ownership among team members (net2phone.ca). Microsoft documents viewing message history associated with a customer record (learn.microsoft.com). Those are examples of separate collaborative capabilities, not automatic consequences of shared voice routing.

Bring your own device, or **BYOD**, can keep staff on familiar mobiles and avoid publishing personal numbers, but it creates policy questions about organizational data on personal devices. NIST specifically identifies protecting organizational data accessed from personal devices as a security and privacy challenge (nist.gov). CISA recommends prioritizing multifactor authentication for administrator accounts and people handling sensitive data (cisa.gov).

Portability should be treated as continuity planning, not as a promised schedule. Microsoft notes that resource accounts can use new numbers or numbers ported from another carrier (learn.microsoft.com). Before any port, record the current account name, service address, billing number, authorized signer, personal identification number, recent bill, and rollback communications. Never cancel the old service merely because a request was submitted.

Implications and Future Directions

Small-business telephony is moving toward **role-based identity**. Microsoft requires a resource account for each directly addressed auto attendant or call queue (learn.microsoft.com). That enterprise terminology captures a broadly useful concept: service identities should be managed separately from human identities.

Three product categories follow from the requirements:

- **Simple routing:** Choose this when the goal is one public number, a short menu, schedules, voicemail, and calls to existing mobiles. It fits firms that do not require team outbound caller ID, shared SMS, app history, queues, or dashboards.
- **Collaborative phone application or UCaaS:** Choose unified communications as a service when users need business outbound identities, individual extensions, transfers, shared texts, common history, presence, or managed apps and desk phones.
- **Contact center:** Choose this when the operation needs queues, agent states, service-level reporting, recording, workforce management, audit history, or high-volume supervision.

Emergency calling remains architecture-specific. In the United States, FCC guidance requires fixed interconnected VoIP providers to supply an automated dispatchable location with each 911 call (fcc.gov). A service that merely forwards inbound business calls to ordinary mobiles is not the same as a replacement outbound phone system. Buyers must document which service each person uses to place emergency calls, the location information it sends, and what happens during power or internet failure.

Caller identity also carries technical meaning. The FCC describes STIR/SHAKEN as checking whether transmitted caller ID matches the caller's number (fcc.gov). It should not be interpreted as a general guarantee about the caller, the business, or answer rates. The operational implication is narrower: outbound identity should be a documented requirement, configured with the provider, and tested on several receiving networks.

Frequently Asked Questions (FAQs)

Shared business phone number vs direct lines: which is better?

It is better for callers who need **any qualified person** and for a stable public identity. Direct lines are better for repeated access to a named person. Most growing small firms benefit from a hybrid.

Can one business phone number ring multiple phones?

Yes, through simultaneous ring, sequential ring, forwarding, a ring group, or a queue. The device type and capacity vary. Quo describes concurrent calls and texting from one number, while RingCentral's similarly named Shared Lines feature is limited to desk phones. Test the exact endpoints.

Should every employee have a direct phone number?

No. Give a direct number when callers repeatedly need that employee, when the employee needs a distinct outbound identity, or when a private mailbox is operationally justified. Use extensions, role routes, or transfers for everyone else.

What is a main business number with extensions?

It is one public number connected to a menu or attendant that routes callers to internal destinations. An extension may or may not also have a direct public number. The main number remains the stable front door.

Auto attendant vs direct dial numbers: what is the difference?

They are different: an auto attendant asks the caller to select a route. Direct dial bypasses the menu and reaches a specific person, role, or endpoint. A hybrid supports both.

Does one shared number automatically create shared texting?

No. Zoom explicitly says Shared Line Groups do not support SMS, while Quo describes shared-number texting. Verify inbound SMS, outbound identity, assignment, history, multimedia messaging, and user removal separately.

How should a single business phone number for a small business be owned?

The business should control the provider account, billing, administrator access, recovery methods, and porting credentials. Publish role-based numbers rather than personal mobile numbers whenever continuity matters.

What happens when an employee leaves?

Disable sign-in, revoke credentials, remove devices and forwarding, preserve the business number, assign a new route and mailbox owner, update the greeting, and run the remove-a-user acceptance test. Calls, texts, history, and caller identity should behave exactly as the number register specifies.

Conclusion

The decision between **one business phone number and individual numbers** is best made by separating caller intent from employee identity. A shared main number is the right public front door when any qualified person can help. A direct number is useful when customers repeatedly need a named person. A hybrid keeps the company identity stable while preserving selected direct relationships.

The most important purchasing discipline is to disaggregate the requirements. Inbound ringing does not establish outbound caller ID, shared texting, transfers, common voicemail, history, or concurrent-call capacity. Each must be specified and tested on the devices the team will actually use.

For most businesses with 2 to 20 people, the implementation sequence is straightforward: assign numbers to roles, publish the business-controlled main number, add direct lines only where justified, document every route and owner, and test the full lifecycle before porting. The best numbering plan is not the one with the most numbers or features. It is the smallest design that lets customers reach the right role, lets staff hand work off reliably, and lets the business retain its identity when people and providers change.

Source links

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

1. https://www.quo.com/product/call-routing/simultaneous-ring
2. https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0066509
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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