



AUTO ATTENDANT / RESEARCH & PRACTICAL GUIDANCE

Business Phone Time Zone Settings: A Routing Test

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

Business phone time zone settings should express the company's promised local opening hours at the routing object that actually evaluates them. A phone displaying the correct time does not establish that an auto attendant uses the intended clock. **Microsoft Teams** explicitly evaluates an attendant's schedules in its configured zone; **Zoom Phone** provides an auto receptionist zone for business hours; **Webex Calling** applies an attendant's zone to its assigned schedules. These are documented controls with different scopes, rather than evidence that every service has the same clock hierarchy. (learn.microsoft.com) (support.zoom.com) (help.webex.com)

The immediate U.S. verification deadline is **November 1, 2026, at 2 a.m. local time**, when daylight saving time (DST) ends in observing regions. The National Institute of Standards and Technology (NIST) describes the repeated hour; federal transportation guidance lists regional exceptions, including Hawaii and most of Arizona. A named zone with local adjustment rules and a fixed Coordinated Universal Time (UTC) offset are different scheduling choices. Keep the business opening fixed in its intended local zone, then translate that dated opening for remote cover. Do not apply this U.S. transition date to another country. (www.nist.gov) (www.transportation.gov) (docs.python.org)

Rule priority also needs evidence. Zoom documents holiday-group precedence over regular hours, while RingCentral's site answering rules select the first matching custom rule. Webex operating modes have their own ordered precedence and restoration controls. A generic ladder of "holiday, override, business hours, voicemail" cannot replace the applicable product documentation. The acceptance exercise should include overlapping exceptions, a downstream schedule, and the next ordinary opening, with undocumented outcomes left **untested**. (support.zoom.com) (developers.ringcentral.com) (help.webex.com)

This report supplies a **clock register**, a **dated boundary and conflict worksheet**, and a **provider decision card**. Its date conversions are calculated hypothetical examples, not tenant measurements. No live schedule, handset, routing failure rate, or restoration behavior was tested. The practical decision is whether a documented service can reproduce the firm's opening promise automatically, whether a named owner can

manage a simple manual exception process, or whether more precise scheduling is required. Google Voice's preview facility illustrates another distinction: hearing a call flow before activation is useful, but does not establish date simulation or DST testing. (support.google.com)

Introduction and Background

An after-hours greeting playing while the office expects to be open is a symptom to trace through the call path. Start with a written promise: which public number should accept which calls, on which calendar dates, in which business-local zone? Only then inspect the interface. In Teams, time outside configured business hours is after-hours; in Verizon Business Digital Voice, an additional site schedule affects an attendant only when assigned to it. Entering the right hours in an unused schedule will not establish the intended route.

(learn.microsoft.com) (businessdigitalvoice.verizon.com)

The audience is a small U.S. firm whose office, mobile staff, and backup may be in different zones. Its acceptance question is concrete: can a caller reach the intended destination at the intended opening, including exceptions? The following worksheets are recommended acceptance assets. They are not vendor certifications or measured comparisons, and their example destinations do not prescribe who should be available.

Institutional procedures show why configuration scope matters. UNC Asheville instructs Zoom Phone users to confirm their time zone during setup. Its forwarding guide treats business-hours and closed-hours forwarding as independent settings and links directly to Zoom's call-handling documentation. That is evidence of an operational configuration practice, not evidence of search demand, adoption scale, or improved business outcomes. (kb.unca.edu)

The contribution here is schedule diagnosis rather than greeting composition or staffing design. Decide what the system should do before writing new wording or changing the rota. A correct recording cannot resolve an incorrect clock, an unassigned exception, or a rule with unexpected priority. The sections below distinguish what official documentation establishes, what the owner should specify, and what still needs demonstration on an approved test route.

Key Changes: From a Clock Setting to an Acceptance Decision

Define business-local hours before selecting a zone

A useful specification names the business location or zone, the opening and closing times, the applicable weekdays, and the exception dates. Avoid relying on an abbreviation alone. Python's official documentation distinguishes a simple fixed-offset time zone from richer zone implementations, and the Internet Assigned Numbers Authority (IANA) maintains data covering changing offsets and daylight saving rules. A fixed UTC offset cannot by itself express an annual sequence of local clock changes. (docs.python.org) (www.iana.org)

Recommended acceptance convention: state whether the business intends to be open at the exact opening and closed at the exact closing. This is the owner's expectation, not a claim about a provider's boundary inclusivity. Record a different intended convention if appropriate, and ask the provider to demonstrate how its schedule engine interprets the boundary.

Replace the idea of one universal account clock

The scheduling object matters. **GoTo Connect** asks for a time zone when creating a schedule. **Ooma** describes business menus operating according to the Virtual Receptionist's time zone. These controls belong to different objects; neither establishes that a receiving employee's phone determines the public number's business hours. (support.goto.com) (www.ooma.com)

Treat the call path as a sequence of independently checked decisions. There may be account or site defaults, an attendant, and a downstream user or group. There may also be fewer layers. The register should contain the objects actually present, with “not applicable” for absent layers and “unknown” for undocumented relationships.

Separate the U.S. clock change from holiday policy

NIST states that the fall transition repeats the local hour from 1 a.m.; its Arizona guidance distinguishes the Navajo Indian Reservation from the state's general exception. Identify the relevant locality rather than using “Arizona” as a sufficient technical zone specification. (www.nist.gov)

A holiday calendar answers another question. The Office of Personnel Management (OPM) describes its public-holiday list in the context of federal employees. Use an owner-approved closure calendar for the phone line; importing a federal date is not evidence that the private firm intended to close. (www.opm.gov)

Replace assumed priority with documented scope

For **RingCentral site answering rules**, custom conditions must all match, and the first matching rule determines handling. For **Nextiva's Schedules node**, holidays override regular business hours. These statements concern particular routing features. They should not be extended to another product family, a nested group, or an overlapping exception that the source does not address. (developers.ringcentral.com) (help.nextiva.com)

The Clock Register

The register is an inventory of decision points, not a claim that every platform exposes a separate clock at each point. Webex documents both location schedules that can be used in users' settings and schedules limited to an individual user. That is sufficient reason to check the downstream layer rather than assume the initial attendant settles the whole call. (help.webex.com)

Table 1 is a reusable register. Complete one entry for each relevant object on the actual call path; repeat a row when several departments use different rules.

Call-path layer	Configured zone and intended local hours	Owner and inheritance	Documentation, observation, and unknowns
Account or site defaults, if present	Copy the exact selected zone label. Record the intended business-local promise separately.	Name the administrator and the source of inherited settings.	Zoom site settings expose default business, closed, and holiday hours. Record the document URL and review date; observed result: not tested in this report. (support.zoom.com)

Call-path layer	Configured zone and intended local hours	Owner and inheritance	Documentation, observation, and unknowns
Public number and auto attendant	Identify the object assigned to the number, its selected zone, and each open interval.	Name the owner; identify the assigned schedule rather than just its title.	Verizon exposes an auto attendant timezone. Capture its current value and establish whether another object supplies any defaults. (businessdigitalvoice.verizon.com)
Downstream user, group, or department, if present	Record any additional hours, zone, or accepting-calls setting.	Identify independent rules and inherited exceptions.	Dialpad instructs administrators to set zones for shared lines as well as office settings. Do not assume an office calendar alone establishes every downstream route. (help.dialpad.com)
Receiving handset	Record displayed zone, automatic time settings, and relevant call filters.	Name the handset user and who may alter availability.	Apple documents automatic date and time by zone; Android may use location for zone determination. These pages do not establish an effect on provider routing. (support.apple.com) (support.google.com)

The important output is a traceable chain: public number, attendant, selected menu option, downstream destination, receiving device. If a row is unknown, preserve that unknown until documentation or a controlled test resolves it. A screenshot without the object name, assignment, and date is weak evidence because the same hours can appear in several places.

Add the following fields to the saved register:

- **Source:** The applicable official procedure and its review date.
- **DST policy:** The documented local-clock adjustment behavior, or “not established.”
- **Inheritance:** The parent object, the copied default, or “independent.”
- **Observation:** The tested timestamp, actual destination, and evidence location.
- **Unknown:** The exact unresolved behavior and who will obtain an answer.

The handset deserves its own diagnostic step. Apple permits scheduled Focus activation and selected caller allowances; Samsung documents scheduled Do not disturb and permitted contacts. A successful route and an audible alert are therefore separate things to observe. The documents read do not establish that changing a handset's zone changes the provider's schedule. Do not use a phone-clock change as a server-routing repair.
(support.apple.com) (www.samsung.com)

Implementation Considerations and Process Changes

Establish ordinary hours and their granularity

Build the ordinary week first, then exceptions. Teams supports breaks within a day, and Dialpad documents **up to four availability periods per day** in its ordinary business-hours settings. Confirm the feature and plan in use before treating an interface example as a promise about every service edition. (learn.microsoft.com) (help.dialpad.com)

Check whether the required minute is representable. Zoom documents manually entered business hours in **10-minute increments**. (support.zoom.com) Ooma documents **15-minute intervals**. (www.ooma.com) An owner who promises an opening between supported increments needs a demonstrated alternative or a revised process. These published editing increments do not establish second-level boundary behavior.

- **Ordinary week:** Write the intended open intervals for each operating day.
- **Weekend:** Explicitly record the desired state rather than relying on a default.
- **Break:** Specify whether callers wait, reach another destination, or hear closure handling.
- **Overnight:** Record both dates and the intended attribution of the crossing interval.
- **Closed route:** Name the desired destination and the expected message state.

Assign holiday rules and establish recurrence

Creating a holiday and assigning it are distinct acceptance steps. Verizon states that extra schedules must be assigned to affect an attendant. For annual maintenance, its documentation supports yearly holiday recurrence. GoTo's PBX Administration instructions instead say holidays do not automatically recur year after year; this statement should retain that interface context. (businessdigitalvoice.verizon.com) (support.goto.com)

Zoom user call handling offers recurring holiday patterns, but its site-created default holidays have different deletion controls. Nextiva's documented Schedules node also supports recurring annual closure dates. Recurrence, deletion of an old entry, and restoration of routing are separate properties to record. None should be used as shorthand for the others. (support.zoom.com) (help.nextiva.com)

- **One-off closure:** Record a dated start, dated end, route, and responsible owner.
- **Recurring exception:** Save the recurrence pattern and check the next occurrence.
- **Partial day:** Confirm that both the date range and required time interval are supported.
- **Assignment:** List the specific attendants, groups, or users that receive the exception.
- **Restoration:** Specify the next ordinary opening and the route expected then.

Document overrides independently

GoTo documents an override for temporarily keeping a schedule completely open or closed. Zoom documents routing override mode and directs customers to support for enablement. Neither statement alone establishes an automatic expiry timer for the configuration under review. An owner should obtain the current procedure and permissions before relying on an override during an absence. (support.goto.com) (support.zoom.com)

Webex provides a useful distinction: an exception mode can return automatically or manually, while its batch-switch mode requires manual restoration. The saved procedure must identify the actual mode and return action. A generic note saying "switch back later" leaves the acceptance condition incomplete. (help.webex.com)

- **Override owner:** Name who may activate it and who provides backup access.
- **Expiry:** Record the configured return condition, or explicitly record manual restoration.
- **Rollback:** Save the previous state and the exact restoration procedure.
- **Evidence:** Confirm the result with a call and retain the relevant event timestamp.
- **Next opening:** Verify the ordinary route after the exception has ended.

The Boundary and Conflict Worksheet

A schedule acceptance test should challenge the places where rules intersect. Zoom's default-hours documentation says break hours do not override closed-hours handling and that targeted extensions inherit holiday groups. Teams documents holiday call flows taking priority over after-hours flows. These are useful starting facts, but neither supplies a universal answer to every overlapping event or downstream routing question. (support.zoom.com) (learn.microsoft.com)

Dated scenarios (Hypothetical Example)

Table 2 is a proposed test plan for a hypothetical office using **America/New_York**. Every timestamp and expected destination below is an acceptance proposal, not an observed provider result. UTC equivalents were calculated with Python's zone-aware date and time facilities; the provider must demonstrate its own interpretation. (docs.python.org)

Dated scenario and business-local timestamp	UTC equivalent	Applicable rules and documented winner	Expected outcome, observed result, restoration check
Weekday closure: 2026-11-26 at 10:00	2026-11-26 at 15:00 (docs.python.org)	Ordinary open hours plus an owner-selected holiday. Teams documents holiday priority over after-hours; confirm the complete applicable route. (learn.microsoft.com)	Expect the agreed holiday destination. Observation: untested. Check the next owner-approved open day.
Partial-day closure: 2026-12-24 at 12:00	2026-12-24 at 17:00 (docs.python.org)	Ordinary hours plus a dated partial closure. Winner for the chosen platform: record from documentation or leave unknown.	Expect closure to begin at the agreed boundary. Observation: untested. Check reopening after the interval.
Overlapping exceptions: 2026-12-24 at 12:30	2026-12-24 at 17:30 (docs.python.org)	Holiday plus another closure or supported override. Zoom's conflict wording is "most immediate time"; equal-time resolution remains unestablished here. (support.zoom.com)	Record the owner's intended winner before testing. Observation: untested. Remove or expire both exceptions safely.
Overnight interval: 2026-11-02 at 00:30	2026-11-02 at 05:30 (docs.python.org)	Previous evening's opening versus the new calendar date. Date attribution and boundary behavior: unknown until demonstrated.	Expect the agreed overnight route. Observation: untested. Check its closing and next ordinary opening.
Opening: 2026-11-02 at 08:59, 09:00, and 09:01	2026-11-02 at 13:59, 14:00, and 14:01 (docs.python.org)	Ordinary closed/open boundary. Platform inclusivity: not established by this report.	Proposed expectation: closed, open, open. Observation: untested. Repeat only if event timing is ambiguous.
Closing: 2026-11-02 at 16:59, 17:00, and 17:01	2026-11-02 at 21:59, 22:00, and 22:01 (docs.python.org)	Ordinary open/closed boundary. Treatment of calls already in progress: separately unknown.	Proposed expectation for new arrivals: open, closed, closed. Observation: untested. Check the following opening.

Dated scenario and business-local timestamp	UTC equivalent	Applicable rules and documented winner	Expected outcome, observed result, restoration check
Downstream mismatch: 2026-11-02 at 09:00	2026-11-02 at 14:00 (docs.python.org)	Attendant open; selected group or user has another schedule. Record both objects and each applicable rule.	Expect the deliberately specified destination. Observation: untested. Confirm both upstream and downstream restoration.
Ordinary reopening: 2026-11-27 at 09:00	2026-11-27 at 14:00 (docs.python.org)	Exception has ended, provided the owner has designated this an open day.	Expect ordinary business routing. Observation: untested. Retain evidence that no stale override remains.

The matrix is deliberately incomplete in its vendor-winner column. Filling an unknown with a guessed priority would erase the very condition the test needs to resolve. Add the actual public number, menu choice, routing object, documented rule, event time, destination, and evidence reference when running it.

For a full-day holiday, follow the applicable interface's date convention. Microsoft's Teams holiday instructions say the end time should be midnight on the following day. Do not transfer that convention to another interface without checking it, or confuse an end date with an inclusive last day. (learn.microsoft.com)

Use the worksheet in an approved environment:

- **Isolate:** Use a copied test number or the provider's supported test facility.
- **Authorize:** Have the route owner approve scenarios, destinations, and rollback.
- **Record:** Capture the time and zone associated with the provider's event, when available.
- **Compare:** Save expected and actual handling separately, including the greeting and destination.
- **Restore:** Check the next ordinary opening rather than merely confirming an exception entry disappeared.
- **Escalate:** Ask for documented interpretation where the result depends on undocumented precedence.

Do not change operating-system clocks, production routing, or a customer's live schedule to manufacture research evidence. If time simulation is unavailable, document a supported future test window. Google Voice's preview can help inspect call-flow choices before activation; it should not be described as a scheduling simulator. (support.google.com)

Provider Decision Card

Evaluate the routing feature actually being purchased, with its plan, permissions, and current interface. A provider name is not enough. For example, the fetched Nextiva attendant setup page concerns **NextOS 3.0**, and Google identifies its organizational attendant with **Voice Standard and Premier** subscriptions. These scopes belong in the decision record. (help.nextiva.com) (support.google.com)

Table 3 compares documentary starting points, not measured reliability. The publisher is included as a category participant, with no inferred scheduling capabilities or unsupported price comparison.

Option or documented feature	Useful documented control	Acceptance question before selection
Zoom Phone auto receptionist	Attendant zone for business hours; holiday-group handling is documented separately. (support.zoom.com)	Can the exact inherited exceptions, overlaps, and next opening be demonstrated for this route?
Microsoft Teams auto attendant	Attendant zone governs schedules; holiday setup supports up to 50 date ranges in a holiday. (learn.microsoft.com)	Do dated exceptions cover the firm's calendar, including manual maintenance of later years?
Webex Calling operating modes	Assigned mode order determines precedence; scheduled modes use the feature's zone. (help.webex.com)	Which mode governs, and does the selected override restore automatically or manually?
RingCentral site answering rules	First matching custom rule controls handling in the documented site feature. (developers.ringcentral.com)	Can the owner inspect the actual order and show the desired result when conditions overlap?
Dialpad holiday routing	Documented holiday routing overrides business hours and uses the office zone. (help.dialpad.com)	Does the eligible product and each relevant shared line have the required holiday handling?
Ooma Virtual Receptionist	Highest listed overlapping Business menu takes priority in the documented Pro Plus functionality. (www.ooma.com)	Is this the applicable feature and entitlement, and does its interval granularity match the promise?
autoattendant.io, publisher	Included for disclosure and consideration under the same acceptance criteria; this report establishes no detailed scheduling capability for it.	Obtain applicable documentation and a demonstration. Treat required named-zone, exception, override, and restoration behavior as unverified here.

The table should lead to a written decision rather than a winner declared from feature counts. A service with simple hours may satisfy a simple promise. A multi-stage route may need more precise scope, priority, or access controls. An unverified requirement is a pending decision, not evidence that a product lacks the feature.

Attach a short acceptance record to the purchasing decision:

- **Minimum feature:** State the opening, closure, or remote-cover requirement in business terms.
- **Documentation:** Save the applicable source and date, including plan and interface scope.
- **Demonstration:** Record the scenario that reproduced the required behavior.
- **Manual workaround:** Describe any calendar entry or restoration step still required.
- **Owner:** Name the operator and the person with backup access.
- **Review date:** Set the next exception and clock-change review.

For a single-zone firm with infrequent changes, a documented manual calendar process may be sufficient if the owner accepts its maintenance work. For several independently timed departments or overlapping closures, make documented priority and demonstrated restoration conditions of selection. Choose a different service when a required behavior cannot be established for the proposed configuration.

Data Analysis and Evidence

Calculated coverage translation (Hypothetical Example)

The quantitative evidence here consists of official transition guidance, published configuration limits, and reproducible date conversions. It does not include a vendor failure benchmark or a market-demand estimate. The following calculations used Python's standard-library **ZoneInfo**, which obtains zone data from the system database or the first-party data package. They are calculations of instants, not calls through a phone service. (docs.python.org)

For a hypothetical New York office and Phoenix backup, keeping the office opening constant produces these dated results:

- **Before the change:** October 30, 2026, at 09:00 in America/New_York equals **13:00 UTC**, and **06:00 on October 30** in America/Phoenix. (docs.python.org)
- **After the change:** November 2, 2026, at 09:00 in America/New_York equals **14:00 UTC**, and **07:00 on November 2** in America/Phoenix. (docs.python.org)

Both results were calculated in this session using named-zone conversion. Python documents handling daylight saving transitions with ZoneInfo; NIST supplies the U.S. transition date. The calculation shows why copying the backup's earlier local start into a recurring rota would require review even when the office's public opening remains unchanged. (docs.python.org) (www.nist.gov)

A crossing-midnight calculation adds a calendar risk: **November 2, 2026, at 00:30 in America/New_York** equals **November 1, 2026, at 21:30 in America/Los_Angeles**, or **November 2 at 05:30 UTC**. This was independently calculated using the same named-zone method. Record both people's dates, not just their clock times, when assigning overnight cover. (docs.python.org)

These examples can be reproduced by attaching the business zone to a dated local datetime, converting that aware datetime to UTC and the backup's zone, and retaining the resulting dates and offsets. Do not attach the backup's zone to the original clock reading: that describes another local time rather than converting the same instant.

Test only the transition that matters

NIST explains that the fall change repeats the local hour. For a hypothetical New York overnight operation, **01:30 on November 1, 2026**, corresponds to **05:30 UTC** before the offset change and **06:30 UTC** afterward. These are two calculated instants with the same local clock reading. Python represents such ambiguous times with its fold mechanism; this does not establish how a phone provider evaluates them. (www.nist.gov) (docs.python.org)

A daytime office can compare its intended opening before and after the change without manufacturing an overnight requirement. A business genuinely operating through the repeated hour should ask for a supported simulation or controlled test that distinguishes the two instants. Record whether the provider evaluates the schedule at entry, at a later routing stage, or by another documented mechanism; leave that field unknown if no evidence establishes it.

Published editing limits also matter: the earlier Zoom and Ooma increments and Dialpad availability-period limit constrain the configurations described by their documentation. They are not performance scores. The acceptance question is whether those controls can represent the firm's actual promise, not which interface lists more options.

Implications and Future Directions

A durable scheduling process needs maintenance as well as initial configuration. IANA explains that end users normally receive zone-data updates through software and operating-system vendors. Ask the phone provider how its routing service keeps current zone rules and how customers learn about required actions. That is a documentation request, not an assumption that selecting a named zone guarantees every future legal or technical change will be automatic. (www.iana.org)

The fetched documentation does not establish complete selectable zone lists or a product-specific DST policy for every service. Verify the exact zone offered in the proposed account and retain its documented adjustment behavior, or record that behavior as unknown.

Keep jurisdictional scope explicit. U.S. Department of Transportation guidance identifies several regions that do not observe DST. A remote colleague elsewhere may have a different change date or no clock change. Obtain the relevant jurisdiction's current primary guidance before extending the U.S. test calendar; this report makes no Canadian or other foreign clock-rule claim. (www.transportation.gov)

The receiving phone also needs continuing attention. Apple permits caller allowances within Focus, and Samsung supports multiple Do not disturb schedules. A controlled acceptance record should distinguish an upstream closed route from a downstream device that does not alert as expected. Changing one layer without observing the others can leave the original question unanswered. (support.apple.com) (www.samsung.com)

For exceptions, record the next ordinary opening as a separate verification event. Zoom explicitly describes normal hours-based handling returning for call queues and shared line groups when their routing override policy is deactivated. The cited note should not be broadened into an automatic-expiry guarantee for every object, including auto receptionists. Use the exact restoration procedure for the configured feature. (support.zoom.com)

Review the saved record after a schedule edit, a new department, a relocated backup, or a changed closure calendar. Retain the last known configuration, the source that describes its behavior, and the demonstrated result. This makes the next operator's task specific: inspect the relevant object and unresolved scenario rather than rediscover the entire call path.

Conclusion

Business phone scheduling begins with an explicit local opening promise and ends with evidence that the configured route honors it. The setting's label is only one part of that evidence. The attendant, assigned schedule, downstream destination, and receiving handset should each be accounted for where they exist.

The clock register identifies which objects and owners are involved. The conflict worksheet turns ambiguous situations into dated acceptance questions. The provider card records whether the necessary control is documented, demonstrated, supported by a manual process, or still unverified. Together, these assets provide a practical basis for choosing a service without assuming that different vendors share a rule hierarchy.

Use ordinary openings and closures as the baseline, then challenge exceptions, overlaps, overnight attribution, and restoration. A successful holiday message does not complete the exercise if the next ordinary opening has not been checked. An undocumented result should remain unknown until a supported test or applicable procedure resolves it.

The appropriate outcome may be an automatic schedule, a manageable manual process, or another provider. The decision should follow the business's real promise and the evidence available for that configuration. Preserve dates, named zones, rule scope, owners, and observed outcomes so the same acceptance decision can be reviewed after the next change.

Source links

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

1. <https://learn.microsoft.com/en-us/powershell/module/microsoftteams/new-csautoattendant?view=teams-ps>
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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>

This article is educational. Verify consequential medical, legal, financial, regulatory and technical decisions with appropriate professionals and the cited primary sources. Company services are described separately from the article's research findings.