



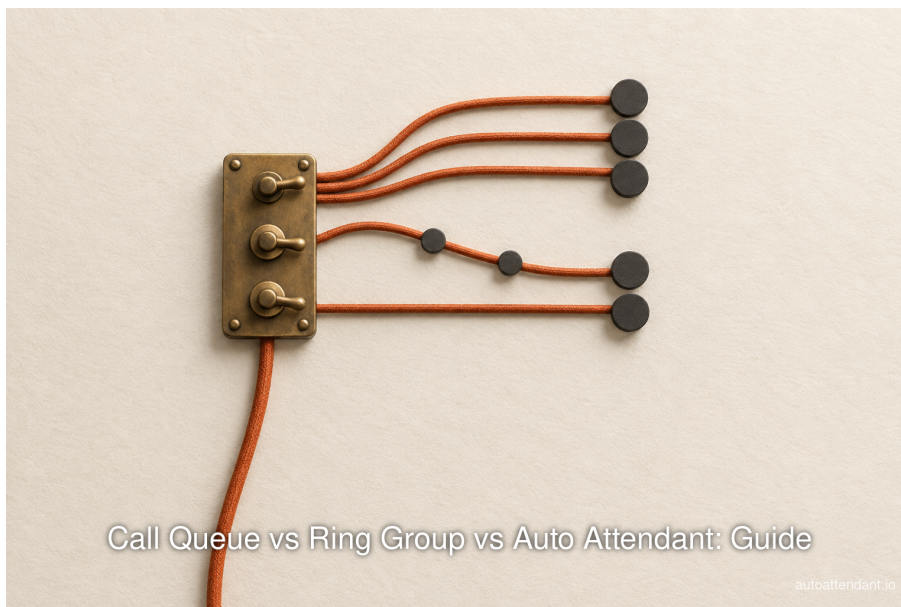
AUTO ATTENDANT / RESEARCH & PRACTICAL GUIDANCE

Call Queue vs Ring Group vs Auto Attendant: Guide

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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Call Queue vs Ring Group vs Auto Attendant: Guide

autoattendant.io

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Executive Summary

The decisive question in a **call queue vs ring group vs auto attendant** comparison is not which label sounds more capable. It is what a new caller experiences when every eligible person is already speaking to somebody else. An **auto attendant** is the front door: it answers, plays a menu, applies schedules, and sends a call toward a person, group, or queue. A **ring group** or **hunt group** immediately attempts a set of phones, together or in an order. A **call queue** creates managed waiting: Microsoft describes callers being held until a representative is available (learn.microsoft.com), while 3CX describes an unhandled call being added to the queue (3cx.com). These are separate jobs and may be chained together.

For a small team, **simple routing is enough** when overlapping calls are rare, callers may go promptly to voicemail or a named backup, staff do not need to log in or out, and nobody needs queue reports. Ring-all usually minimizes caller delay but interrupts every member. Sequential ringing preserves ownership but adds ringing time at every hop. Provider behavior varies: Google Voice says an already-busy group member will not receive the next call (support.google.com), while Mitel documents an all-busy hunt group routing to voicemail (productdocuments.mitel.com). Buyers therefore need to test behavior, not trust the feature name.

A **real queue is warranted** when callers must retain order, receive announcements, wait to a defined limit, overflow predictably, request a callback, or reach only agents who are actually available. It is also the right category when managers need login state, after-call wrap-up, recording, supervision, or performance reports. Examples show how far queue controls can extend: Microsoft documents a default capacity of **50 calls**, configurable from **0 to 200** (learn.microsoft.com); Ooma lists queues in its **Pro Plus plan at \$29.95 per user monthly** (ooma.com); and Zoom says North American unlimited phone plans start at **\$15 per user monthly** (zoom.com). Those are provider-specific examples, not category-wide limits or all-in prices.

The practical decision process is to inspect the busiest **30 to 60 minutes** in the firm's own call log, record simultaneous calls and unanswered outcomes, define acceptable all-busy treatment, and run a five-call acceptance test. **autoattendant.io** is a direct option for the simpler routing case: its homepage states "**\$29 a month, flat, for the whole company**" and says there are no per-user seats (autoattendant.io). Its own page

also draws the boundary plainly: the provider positions call recording, queues, agent dashboards, customer relationship management integrations, and wallboards as needs for a full contact-centre platform (autoattendant.io).

Introduction and Background

Three phone features are often sold in the same administration screen, but they solve different stages of an inbound call. Confusion begins because a ring group may skip a busy member, a queue may ring everybody at once, and an auto attendant may transfer into either one. The visible behavior can overlap even though the underlying caller promise is different.

The useful starting point is the **30-second all-busy test**: two calls are already active, another caller arrives, and nobody can answer immediately. Does that third caller hear ringing, receive voicemail, follow an overflow route, or enter a managed waiting line? Can the caller keep a place and receive a callback? Does the system know which employees are available? Can an owner later see wait time, abandonment, and answered-call data? The answers identify the product category more reliably than the product's menu labels.

This report treats the terms as behaviors, not universal standards. Ooma, for example, says both its ring groups and call queues send calls to multiple phones (ooma.com). Cisco Webex's own comparison matrix, however, marks the ability to add callers to a queue for Call Queue but not for Auto Attendant or Hunt Group (help.webex.com). The categories below are therefore functional tests.

The audience is a U.S. business with **2 to 20 people** trying to decide between lightweight call routing and a broader Voice over Internet Protocol (VoIP), unified communications, or contact-center platform. There is no universal call-volume threshold. A two-person emergency service may require managed waiting, while a 20-person consultancy with infrequent inbound calls may not. The threshold comes from observed overlaps, desired caller treatment, staff workflow, and reporting needs.

Auto Attendants

Capabilities

An **auto attendant** answers the main number, plays a recorded menu, accepts keypad or sometimes voice input, and routes the caller. net2phone defines it as a system that answers incoming calls and provides a voice or tone-activated menu (net2phone.com). Its job is classification and direction, not waiting-line management.

Typical front-door functions include:

- **Greeting and choices**: Present a short menu based on caller intent.
- **Destination routing**: Send each choice to a person, ring group, queue, voicemail box, or another menu.
- **Time rules**: Use different flows during open hours, **after hours**, **weekends**, and **holidays**. Microsoft explicitly documents separate routing outside normal hours (learn.microsoft.com).

- **Closed-hours handling:** Genesys lets administrators associate a separate published flow with closed hours (help.genesys.cloud).
- **Layering:** Place the menu before a queue. Twilio's documented pattern has an interactive voice response (IVR) menu play before a call enters the agent queue ([twilio.com](https://www.twilio.com)).

Adoption and fit

An **auto attendant** fits a team that has distinct call intents, such as new work, existing appointments, and billing. It can reduce manual transfers even when every menu choice ultimately rings one mobile. It does not, by itself, establish an orderly line when those mobiles are busy.

For lightweight mobile routing, **autoattendant.io** says one menu option can ring several phones simultaneously (autoattendant.io). Its routing guide warns that callers must hold the whole menu list in mind until they hear the option they want (autoattendant.io). This is a direct alternative when the requirement is **one company number**, a menu, and routing to existing mobiles, not a managed queue.

Strengths and limitations

The main strength is separation of the **front door** from the team behind it. Each menu choice can lead to a different answer strategy. The limitation is equally important: an auto attendant can send a call to a queue, but it is not the queue. When every destination is busy, caller treatment depends on the next component in the flow.

Buyers should verify:

- **Invalid input:** What happens after an unrecognized or missing selection?
- **No-answer path:** Does the destination retry, overflow, or take voicemail?
- **Schedule priority:** Which rule wins on a holiday that also falls outside normal hours?
- **External destinations:** Can a menu option route directly to an ordinary mobile or only to licensed extensions?
- **Emergency use:** Is the platform merely forwarding incoming calls, or is it also being treated as the firm's outbound phone system? These are separate operational questions.

Ring Groups and Hunt Groups

Capabilities

A **business phone ring group** is a set of destinations treated as one answer team. Mitel defines a ring group as extensions that ring together when the group number is dialed (productdocuments.mitel.com). A **hunt group** usually tries members according to a rule until someone answers. Mitel describes it as routing calls among users until someone is available (productdocuments.mitel.com). Providers sometimes use the names interchangeably, so the configuration behavior matters more than the noun.

The core distribution choices are:

- **Simultaneous or ring-all:** Every eligible phone rings together. Google says its simultaneous mode rings all members until one answers (support.google.com).
- **Sequential or ordered:** One phone rings, then another. net2phone documents both simultaneous and one-by-one member ringing (net2phone.com).
- **Rotating or longest-idle:** Some systems change the first member according to prior calls. This can distribute interruptions more evenly, but availability rules remain provider-specific.
- **No-answer destination:** After a timer expires, the call may go to voicemail, another group, an attendant, or an external destination. Google Voice, for example, lets an administrator select the outcome after **30 seconds** unanswered (support.google.com).

Adoption and fit

Ring-all is attractive for a two-to-five-person team because it is transparent and fast. There is no agent state to maintain, and the first person who is free answers. The tradeoff is **interruption cost**: every eligible teammate hears every call. That may be acceptable in a field crew and disruptive in a focused office.

Sequential behavior suits a real hierarchy, such as dispatcher first, owner second, voicemail third. Its cost is caller delay. If each hop is allowed to ring before the next begins, a long chain creates a long wait without creating queue order or wait reporting.

The difference between a **call queue and hunt group** is the promise to the unserved caller. The hunt process attempts destinations. A queue intentionally holds and manages callers until capacity becomes available. The distinction survives even when both use sequential distribution.

Strengths and limitations

Ring groups are easy to explain, administer, and test. They can also be inexpensive. Vonage documents groups of up to **25 extensions** and lists the feature at **\$4.99 per group monthly** (businesssupport.vonage.com) (businesssupport.vonage.com). That is one vendor's entitlement, not a market-wide price.

The limitations emerge during overlap:

- **No managed order:** Two callers may not retain first-in, first-out priority.
- **No caller state:** Repeated ringing is not the same as a declared waiting line.
- **Limited agent control:** Do Not Disturb may skip a member, but that is not necessarily queue logic. Google documents that a group call can move to the next available member when Do Not Disturb is active (support.google.com).
- **Sparse reporting:** Basic call logs may show outcomes without queue position, service level, or agent-state history.
- **Provider-specific busy behavior:** Mitel's documented all-busy hunt path goes to voicemail, while another system may keep ringing, overflow, or play a busy treatment.

Call Queues

Capabilities

A **call queue** accepts that immediate answering capacity is unavailable and manages what happens next. 8x8 describes distribution to the next available user in arrival order ([docs-alt.8x8.com](#)). The queue may announce a message, play hold audio, estimate or announce position, offer callback, and then route the call to an eligible agent.

Queue-only or queue-oriented needs commonly include:

- **Caller order:** Preserve arrival order or apply an explicit priority rule.
- **Maximum wait:** Set a time after which the call overflows. Microsoft permits a queue timeout from **0 seconds to 45 minutes** ([learn.microsoft.com](#)).
- **Capacity limit:** Define how many calls may wait. 8x8 documents a configurable capacity from **1 to 20 callers** ([docs-alt.8x8.com](#)).
- **Overflow:** Send a full or timed-out queue to voicemail, another queue, an external number, or another flow. Microsoft says new callers are redirected once the configured overflow condition is reached ([learn.microsoft.com](#)).
- **Callback:** Let a caller leave the live hold while retaining a place. Webex describes a return call based on the caller's original position ([help.webex.com](#)).
- **Agent state:** Include only people who are ready or available. Microsoft presence-based routing includes representatives whose status is Available ([learn.microsoft.com](#)).
- **Wrap-up:** Reserve time after a call for notes. Ooma documents up to **five minutes** of member wrap-up time ([ooma.com](#)).
- **Supervision:** Allow a manager to monitor, coach, barge, or take over where policy and law permit. Webex lists monitor, coach, barge, and takeover functions ([help.webex.com](#)).

Adoption and fit

A small business needs a queue when the **waiting experience itself must be controlled**. The trigger is not headcount. It is recurring demand above immediate capacity plus a requirement to preserve callers rather than merely send them somewhere else.

Strong indicators include:

- **Observed overlap:** More callers arrive simultaneously than qualified people can answer.
- **Meaningful waiting:** Sending an all-busy caller directly to voicemail would be operationally unacceptable.
- **Shift participation:** Employees need to log in, log out, or pause without being removed administratively.
- **After-call work:** Staff need protected time to record notes before receiving another call.

- **Management evidence:** Owners need wait, answer, abandonment, concurrency, and agent-state measures.
- **Recovery controls:** The operation needs callback, multi-stage overflow, or a supervised escalation path.

Strengths and limitations

The strength is explicit management of scarcity. Dialpad documents a hold queue for the condition where all contact-center agents are busy (help.dialpad.com). 3CX documents callers hanging up and receiving a callback once an agent becomes available (3cx.com).

The limitation is added operational machinery. Agents may need licensed seats, compatible clients, status discipline, and training. Microsoft requires queue representatives to be Enterprise Voice enabled users (learn.microsoft.com). Queue callbacks or external transfers can also consume separate telephony funding or licenses in that ecosystem (learn.microsoft.com). The queue is therefore a workflow product, not merely a more capable ringing switch.

Feature Comparison

Table 1 separates the three jobs by observable behavior. “Usually” is intentional because implementation and plan entitlements vary.

Question	Auto attendant	Ring group or hunt group	Call queue
Primary job	Answer, classify, and direct the caller.	Attempt several people immediately, together or in order.	Hold and distribute callers when nobody can answer immediately.
Caller hears	Greeting and menu choices.	Ringback, then the configured no-answer outcome.	Greeting or ringback, then announcements or hold treatment.
All eligible people busy	Depends entirely on the next destination.	Usually skip, overflow, voicemail, or fail according to provider rules.	Caller waits subject to capacity, timeout, callback, and overflow rules.
Employee workflow	None beyond answering the destination.	Answer ordinary calls; presence handling varies.	Login, logout, pause, presence, and wrap-up may control eligibility.
Distribution	Chooses a destination, not usually an agent.	Ring-all, sequential, rotating, or similar.	First-in, priority, skills, longest-idle, ring-all, or other provider methods.
Reporting	Menu and call-flow logs may be available.	Basic group and missed-call records are common.	Wait, answer, abandonment, agent state, wrap-up, and concurrency may be available.
Likely product category	Standalone routing service or business phone platform.	Simple business phone or VoIP platform.	Full VoIP, unified communications, or contact-center platform.

Question	Auto attendant	Ring group or hunt group	Call queue
autoattendant.io fit	Provider-stated offering: one number and menu, \$29 monthly company-wide (autoattendant.io)	Direct fit for simple mobile routing: ring several mobiles together or in order.	Not a fit: the provider states that call recording, queues, agent dashboards, CRM integrations, or a wallboard call for a full contact-centre platform (autoattendant.io)

The comparison shows why **auto attendant vs call queue** is not a direct either-or choice. One decides where the caller should go, while the other decides how the caller waits for scarce capacity. Likewise, **auto attendant vs ring group** compares a selector with a distribution mechanism. A practical flow may be Auto Attendant, then Sales Ring Group, while Support routes to a Call Queue.

Provider labels can blur the boundary. Zoom, for example, offers simultaneous and sequential distribution inside a call queue (support.zoom.com) (support.zoom.com). Distribution mode alone does not establish whether callers are actually queued.

Performance and Benchmarks

No credible universal rule says a small business needs a queue at a particular team size or daily call count. The relevant measurements are local and time-dependent. Averages across a full day can conceal ten overloaded minutes at 9:00 a.m.

The minimum measurement set is:

- **Offered calls:** All inbound attempts during the selected interval.
- **Answered calls:** Calls connected to a person, separated from voicemail and abandoned calls.
- **Concurrent calls:** The peak number active at once, not merely the hourly total. Dialpad reports both average and maximum concurrent calls by weekday (help.dialpad.com).
- **Average handle time:** Talk, hold, and post-call work, not just speaking time. Amazon Connect includes talk, hold, and after-contact work in this measure (docs.aws.amazon.com).
- **Queue answer time:** Time from entering the queue until an agent answers. Amazon defines it as the period contacts waited before an agent answered (docs.aws.amazon.com).
- **Unanswered outcome:** Caller abandoned, reached voicemail, overflowed, or requested callback. Amazon excludes callback-queued contacts from its abandoned count (docs.aws.amazon.com).

These definitions reveal a purchasing trap: two vendors can report “abandonment” differently if callback, overflow, or short calls are treated differently. A buyer should ask for the metric definition, not only a dashboard screenshot.

Data Analysis and Evidence

The best threshold worksheet uses the firm's own busiest observed interval. Start with a **30-minute or 60-minute window**, repeat across several comparable days, and retain the raw call log. NICE advises at least **three months of historical data** for accurate workforce forecasting (help.nice-incontact.com), but a small buyer does not need to delay a basic all-busy observation for three months.

Table 2 is a reader-entered worksheet, not a universal sizing formula.

Field to enter	Reader's value	What it indicates
Interval length	____ minutes	Use the same length across comparisons. Short intervals expose bursts.
Offered calls	____	Demand presented to the phone flow. Separate repeat attempts if possible.
Average handle time	____ minutes	Capacity consumed by talk, hold, and after-call work.
Busy-hour traffic estimate	$\text{offered calls} \times \text{handle seconds} \div 3,600 = \text{____}$	Cisco states the busy-hour traffic relationship as call attempts times average handle time divided by 3,600 (cisco.com).
People simultaneously available	____	Count only qualified people actually able to answer in that interval.
Observed peak active calls	____	If this repeatedly meets available staff, test the all-busy path.
Calls not answered live	____	Split into voicemail, abandonment, overflow, and callback.
Acceptable waiting treatment	voicemail / wait / callback / overflow	This requirement often decides group versus queue more directly than volume.
Employee state needed	none / presence / login / pause	Explicit login or pause usually points toward a queue platform.
Reports required	outcomes / wait / agent / service level	Agent and wait reporting moves the requirement beyond simple routing.

The worksheet should not be converted into a false universal cutoff. Cisco notes that the chosen service-level goal affects required staffing ([cisco.com](https://www.cisco.com)). Amazon's documented service-level calculation divides contacts removed within the selected interval by contacts queued, then multiplies by **100** (docs.aws.amazon.com). The business must choose the interval and goal; the software cannot supply the policy.

Table 3 translates common small-team patterns into product-category decisions without inventing call volumes.

Team pattern	Likely starting design	Escalation signal
2-person office	Auto attendant to ring both mobiles, then shared voicemail.	Both are frequently on calls and the next caller must wait rather than leave a message.
5-person trade team	Menu by intent, ring-all for new jobs, ordered routing for an on-call path.	Repeated overlaps require order, callback, or dispatcher availability status.

Team pattern	Likely starting design	Escalation signal
10-person scheduling desk	Auto attendant into a real queue with overflow and reporting.	Add contact-center controls when supervisors need live monitoring, recording, or coaching.
20-person professional team	Route by service line; use groups for low-volume specialties and queues for recurring peaks.	Multiple queues, skill rules, or cross-team reporting require broader administration.

The table's 10-person example is not a headcount rule. A scheduling desk is queue-shaped because several callers may need the same scarce service at once. Conversely, a larger team receiving a few highly specific calls can remain group-shaped.

Published vendor limits demonstrate why requirements must be matched to an exact plan. Ooma documents up to **15 queues** on Pro Plus and **25 waiting calls per queue** (ooma.com) (ooma.com). Dialpad documents hold capacities of **500 callers on Advanced** and **1,000 on Premium** (help.dialpad.com). Those figures illustrate different platform scales; they do not imply a small firm needs the larger limit.

Implications and Future Directions

The best phone routing setup for a small team is usually a **layered flow**:

1. **Front door:** Use an auto attendant only when callers benefit from choosing an intent or schedule path.
2. **Immediate distribution:** Use ring-all when speed matters and interruption is acceptable; use a short ordered hunt when ownership is real.
3. **Managed waiting:** Use a queue only where recurring overlap and caller-treatment requirements justify its workflow.
4. **Terminal outcome:** Give every path a defined voicemail, callback, overflow, or closed-hours destination.
5. **Measurement:** Capture outcomes at the level needed to make the next capacity decision.

This design also prevents overbuying. A five-person business that only needs calls routed to existing mobile phones should not assume it needs a contact center. GoTo documents automatic routing and forwarding to extensions, agents, departments, or external lines (goto.com), and Ooma documents an external-number route through its shared external-line capability (ooma.com). But external forwarding is not the same as making that mobile a native queue agent with presence, wrap-up, and reports.

The inverse is more important: a firm should not underbuy once it needs a genuine waiting workflow. Queue analytics can include wait, talk, wrap-up, and hold-time measures in Zoom (support.zoom.com). 3CX reports individual agent login and logout history (3cx.com). GoTo Contact Center documents callback queues that preserve place in line and supervisor listen, whisper, and barge modes (goto.com) (goto.com). If these capabilities are requirements, evaluate full VoIP or contact-center products and their exact licensing.

Five-call acceptance test before buying

Use real destinations and observe both the caller and employee sides. Record the expected result first.

1. **Normal menu call:** Select each major auto-attendant option. Failure signal: the greeting, schedule, or destination differs from the written flow.
2. **Two simultaneous calls:** Place two inbound calls seconds apart. Failure signal: the second call receives an undocumented busy or voicemail outcome.
3. **All-busy call:** Keep every eligible teammate on a call, then place another. Failure signal: the result differs from the promised wait, skip, overflow, or voicemail behavior.
4. **No-answer and timeout call:** Let the call reach every configured limit. Failure signal: a loop, dead end, wrong mailbox, or no usable caller message.
5. **After-hours call:** Test from an outside phone after switching to the closed schedule. Failure signal: daytime routing remains active or the emergency path is unavailable.

For a queue trial, repeat the test with one agent logged out, with the maximum wait reached, and with callback selected. 8x8 says a full queue can forward the next caller to queue voicemail ([docs-alt.8x8.com](#)), while RingCentral documents a design in which callers can wait for a primary queue and up to **three overflow queues** ([support.ringcentral.com](#)). These examples show why the exact all-busy test must be run on the shortlisted product and plan.

Frequently Asked Questions (FAQs)

What is the difference between a call queue and a ring group?

A ring group immediately attempts several destinations together or in sequence. A call queue deliberately holds an unserved caller and distributes the call when an eligible agent becomes available. A queue can itself use simultaneous or sequential ringing, so the presence of managed waiting, capacity, timeout, overflow, and agent state is the stronger test.

Is a hunt group the same as a ring group?

Sometimes providers use the terms broadly, but a useful distinction is that a ring group often rings members together while a hunt group searches them in an order. Because vendor language varies, ask what happens when members are busy, unavailable, and unanswered. Do not purchase from the label alone.

Can an auto attendant replace a call queue?

No. It can greet and route a caller into a queue, but it does not by itself preserve waiting order or manage agent availability. Microsoft documents callback for eligible callers already waiting in a queue ([learn.microsoft.com](#)); that is queue behavior, not merely a menu function.

When does a small business need a call queue?

It needs one when observed peak overlap repeatedly exceeds immediate answer capacity and callers must wait in a controlled way, or when the operation needs agent login, pause, wrap-up, callback, supervision, recording, or queue reporting. Headcount alone is not enough.

How can a business route calls to mobile phones?

Choose a service that can forward menu or group destinations to external numbers, then verify simultaneous, sequential, busy, caller-ID, and no-answer behavior. Some platforms accept ordinary external numbers; others require licensed users or a specific add-on. **autoattendant.io** describes pointing each menu option at a mobile (autoattendant.io). That simple model does not add queue agent states or queue reports.

Should a small team use ring-all or sequential ringing?

Use ring-all when the answer is “whoever is free” and broad interruption is acceptable. Use a short sequence when one person genuinely owns the call and has a named backup. If the sequence is being stretched to simulate waiting, use a queue instead.

What should buyers confirm about recording and supervision?

Confirm the plan entitlement, user roles, storage, notices, retention, and the [applicable consent rules](#) before activation. The technical toggle can have dependencies: Genesys, for example, requires voice recording enabled on the trunk before queue-level recording can operate (help.genesys.cloud). This report does not treat a technical feature as permission to use it in every jurisdiction.

Conclusion

The shortest reliable answer is behavioral. An **auto attendant directs**, a **ring group or hunt group attempts immediate distribution**, and a **call queue manages waiting**. They are complementary components, not three levels of the same feature.

For a small team with occasional overlap, ring-all or a short ordered route can be the sensible choice. Define the all-busy and no-answer outcomes, keep the chain short, and test from an outside phone. Add an auto attendant when callers benefit from choosing an intent or when schedules need different routes.

Move to a real queue when callers must retain order, wait to a defined limit, receive callback or overflow treatment, or reach only logged-in and available staff. The same decision applies when the owner needs queue metrics, recording, protected wrap-up, or supervision. Those requirements justify evaluating a fuller VoIP or contact-center platform, including its seat, number, add-on, and telephony charges.

The correct threshold comes from the firm's own busiest intervals. Measure offered calls, handle time, simultaneous availability, peak concurrency, and unanswered outcomes. Then run the five-call test, especially the all-busy case. That process turns a vague feature comparison into an observable purchasing decision and prevents both overbuying a contact center and underbuying a ringing feature that cannot manage the caller experience.

Source links

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

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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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