



AUTO ATTENDANT / RESEARCH & PRACTICAL GUIDANCE

How Many Phone Lines Does Your Small Business Need?

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.

Published by Auto Attendant · 2026-09-22 · how many phone lines does a small business need · business phone lines · concurrent calls · phone system capacity · auto attendant · sip channels · business phone number · call routing · small business voip

Original article: <https://autoattendant.io/articles/small-business-phone-lines-needed>



In this article

1. [Executive Summary](#)
 2. [Introduction and Background](#)
 3. [Why “Phone Line” Hides Different Quantities](#)
 4. [Build the Small-Business Capacity Worksheet](#)
 5. [Convert Observed Demand Into a Requirement](#)
 6. [Compare How Phone Systems Sell Capacity](#)
 7. [Six Questions for Every Vendor](#)
 8. [Acceptance Test Before Cutover](#)
 9. [Data Analysis and Evidence](#)
 10. [Implications and Future Directions](#)
 11. [Frequently Asked Questions \(FAQs\)](#)
 12. [Conclusion](#)
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Executive Summary

A small business does not need a universal number of phone lines. It needs four quantities stated separately: **public business numbers**, **people or extensions that receive calls**, **devices or endpoints**, and **simultaneous call paths**. A North American Numbering Plan number is a ten-digit address ([nanpa.com](https://www.nanpa.com)), while a channel is commonly the capacity for one concurrent call ([bandwidth.com](https://www.bandwidth.com)). Those are not interchangeable. One main number can serve many people, and one call can ring several recipients, but neither fact proves that a second caller can connect at the same time.

The defensible answer is therefore a worksheet result, not a staff ratio. Observe representative busy periods, record every inbound and outbound call's start and end, and count the maximum number of overlapping external conversations. Public procurement practice separates **active users**, **peak simultaneous calls**, and **maximum concurrent calls** ([bcchc.com](https://www.bcchc.com)). Cisco defines the busy hour as the hour with maximum total traffic ([cisco.com](https://www.cisco.com)), and official guidance says circuit needs depend on simultaneous callers ([digital.gov](https://www.digital.gov)). Add a contingency only after deciding what should happen when capacity is exhausted: busy treatment, voicemail, overflow, or a queue.

Capacity rules differ materially. Amazon Connect, for example, documents **10 concurrent active calls per instance** as a default quota (docs.aws.amazon.com), Google Voice documents **two calls at a time** for a user (support.google.com), and SIP.US says one channel is required for every concurrent inbound or outbound call (sip.us). These are product-specific facts, not small-business benchmarks.

As of September 22, 2026, **autoattendant.io costs \$29 per month for the company**, with no per-user seats. Its public page says one menu option can ring several phones, but it does not state a simultaneous-call allowance. Buyers should obtain that limit in writing from this or any provider. Before porting or publishing a number, run concurrent inbound and outbound test calls, inspect call logs, and verify the observed busy, voicemail, queue, and overflow outcomes.

Introduction and Background

The phrase **phone line** once suggested a physical circuit. Current quotes may use the same word for a telephone number, a user license, an extension, a device registration, a SIP channel, or one simultaneous call. The ambiguity matters because each quantity answers a different purchasing question. A two-person office could need one published number, two recipients, four devices, and two concurrent paths. A ten-person field team could also need one published number, ten recipients, ten mobiles, and only a measured number of paths. **(Hypothetical Example)**

Official systems make the separation visible. Microsoft documents base numbers with unique extensions (learn.microsoft.com), and it also documents internal users who do not need individual public numbers (learn.microsoft.com). Dialpad's Main Line similarly allows several operators to place and receive calls from one number (help.dialpad.com). These examples establish architecture, not an endorsement or a universal capacity promise.

This report supplies a **fill-in capacity worksheet** for U.S. firms with 2 to 20 people. It deliberately avoids percentages such as “one line per three employees.” No authoritative primary dataset found in this research supports one universal small-business concurrency ratio. The method instead uses the firm's own call records, peak overlaps, service consequences, and provider rules.

The result should be a short requirements statement, for example: “one public number, six receiving people, eight endpoints, and three simultaneous external calls, with the fourth caller sent to voicemail.” **(Hypothetical Example)** That statement is precise enough to compare unlike proposals and simple enough to test before a number becomes customer-facing.

Why “Phone Line” Hides Different Quantities

Number, extension, device, channel, seat, and queue

Table 1 maps the terms that commonly appear in quotes. The buyer should make a vendor fill every row instead of accepting “five lines” as a complete specification.

Term	Plain-language meaning	Question it answers	What it does not prove
Public number or DID	The number customers dial. Direct Inward Dialing (DID) can reach an extension without an operator (cisco.com).	How many identities or geographic/toll-free entry points are published?	How many people can answer or how many calls can coexist.
Extension or user	An internal identity or routing destination.	Who can receive, place, or administer calls?	Whether that person has a unique public number or dedicated channel.
Endpoint or device	A mobile, app, browser, desk phone, or room phone where a call appears. Teams supports desktop, mobile, certified phones, and meeting-room devices (learn.microsoft.com).	Where can a person answer?	The number of public numbers, users, or concurrent paths.

Term	Plain-language meaning	Question it answers	What it does not prove
Channel, session, or call path	Capacity for an active external conversation.	How many calls can be active at once?	How many numbers or employees the firm has.
Seat or license	A commercial entitlement assigned to a user or sometimes a shared device. Zoom calls its Phone license a user-level Cloud PBX entitlement (support.zoom.com).	What is purchased and for whom?	A universal concurrency allowance.
Queue position	A waiting caller who has not yet reached a person.	How much waiting demand can the system hold?	Whether queued calls count against concurrent-call capacity.

The table shows why a quote must state units. Webex documents that device limits can be separate from shared-line totals (help.webex.com). Amazon Connect separately lists quotas for phone numbers, users, queues, and active calls (docs.aws.amazon.com). A seller may bundle those units, but bundling does not erase the distinctions.

One number can reach many people

An auto attendant is a routing application. Microsoft defines its purpose as directing a caller to an appropriate person or department (learn.microsoft.com). A ring group can present one incoming call to multiple recipients. In simultaneous routing, the first person to answer gets that call (learn.microsoft.com). Twilio likewise documents parallel dialing in which the first connected endpoint cancels the remaining attempts (twilio.com).

That fan-out is not the same as concurrency. Five mobiles ringing for one caller may still represent one customer conversation. A second customer arriving during that conversation creates the capacity question. Google Cloud makes the distinction explicit by documenting “allow multiple simultaneous calls” as a configurable property of a direct phone number (docs.cloud.google.com). Therefore, “one number rings the whole team” and “one number supports multiple active callers” must be verified separately.

Build the Small-Business Capacity Worksheet

Choose representative observation windows

Start with actual demand, preferably exported from the current carrier or phone system. If no export exists, manually observe several periods when callers are most likely to collide. The **busy hour** is not necessarily 9:00 a.m. Cisco defines it as the hour in a 24-hour period with maximum total traffic (cisco.com). Seasonal businesses should include their real seasonal peak, not only an average week.

Collect at least these fields:

- **Start timestamp:** when the external attempt began.
- **Connected timestamp:** when a person, queue, or voicemail answered.
- **End timestamp:** when the external call leg ended.
- **Direction:** inbound or outbound. Microsoft's usage report records this distinction (learn.microsoft.com).

- **Outcome:** answered, busy, no answer, rejected, voicemail, overflow, or abandoned.
- **Route:** main number, direct number, menu option, group, queue, or forwarding destination.
- **Call identifier:** enough to link related legs. Microsoft notes that multiple legs can share a correlation identifier (learn.microsoft.com).
- **Observed overlap:** number of external calls active at that moment.

Table 2 is a copyable observation sheet. The rows are a **(Hypothetical Example)**, not market data and not a recommended traffic pattern.

Start	End	Direction	State/outcome	Route	Related-leg ID	Active overlap after start
10:00	10:06	Inbound	Connected	Main menu to sales	A	1
10:02	10:05	Outbound	Connected	Pat's mobile/app	B	2
10:03	10:08	Inbound	Connected	Main menu to service	C	3
10:04	10:05	Inbound	Voicemail after no answer	Main menu to billing	D	4
10:07	10:11	Outbound	Connected	Return call	E	2

The highest observed overlap in this example is **four**, from 10:04 through 10:05. That arithmetic is simply $A + B + C + D$. At 10:06, only C remains; at 10:07, $C + E$ makes two. Whether D consumes a paid path while ringing or in voicemail cannot be inferred from this worksheet. The provider must say which timestamp and state count.

Count overlaps, not calls per day

A daily total cannot reveal capacity. One hundred calls spread across ten hours could produce less overlap than ten calls arriving within three minutes. **(Hypothetical Example)** Digital.gov identifies incoming calls, queued calls, abandons, and talk time as separate operating statistics (digital.gov). GAO also identifies the percentage of calls received without a busy signal as a contract metric (gao.gov). These measures describe different failure modes.

For each observation window:

1. **Sort events** by timestamp, with call ends processed before starts at the same instant.
2. **Add one** when a counted external leg starts.
3. **Subtract one** when that counted leg ends.
4. **Record the maximum** running total.
5. **Repeat by direction** if the prospective provider limits inbound and outbound separately.
6. **Flag related legs** so a transfer is not accidentally treated as unrelated customer demand.
7. **Record failures** even when no call connects, because busy or rejected attempts reveal a limit.

For businesses with regular traffic, the observed maximum can become the starting capacity. For businesses with sparse but costly peaks, the consequence of the next call matters more than the historical average.

Convert Observed Demand Into a Requirement

Include call states only when the provider does

There is no universal rule for how ringing, held, queued, forwarded, transferred, outbound, or recorded calls consume capacity. Amazon Connect counts calls in flows, waiting in queue, handled by agents, and outbound calls against its active-call quota, while its documentation treats callbacks differently until offered to an agent (docs.aws.amazon.com). In a different architecture, Twilio says a redirected active call creates a new Call instance ([twilio.com](https://www.twilio.com)) while the parent call remains active ([twilio.com](https://www.twilio.com)).

The requirement should list each state and ask for its effect:

- **Ring**ing: does every attempted destination consume a path, or only the caller's ingress?
- **Connected**: is each inbound and outbound customer conversation one counted path?
- **Held**: does a held call remain active for capacity purposes?
- **Queued**: does waiting occupy call capacity, queue capacity, both, or neither?
- **Transferred**: do consultative or external transfers temporarily create additional legs?
- **Forwarded**: does forwarding to a mobile use an inbound and an outbound leg?
- **Voicemail**: does recording continue to occupy the same call path?
- **Recorded**: does dual-channel recording describe audio storage only, or any extra call capacity? Twilio documents separate audio channels for call legs, not extra concurrency ([twilio.com](https://www.twilio.com)).

Choose contingency from consequences

Avoid adding an unmeasured percentage buffer. Instead, state the consequence of the next simultaneous attempt and choose a response intentionally:

- **Busy is acceptable**: capacity can equal the measured maximum if an occasional retry causes little harm.
- **Voicemail is acceptable**: specify that the first call above capacity must reach voicemail, and verify that voicemail itself remains reachable.
- **Overflow is required**: name the backup number, queue, site, or service and confirm when overflow triggers.
- **Waiting is acceptable**: specify maximum queue positions and maximum wait treatment separately from active calls.
- **No lost attempts are acceptable**: buy or negotiate additional capacity and test beyond the expected peak.
- **Seasonal spikes matter**: define a temporary upgrade path, lead time, and billing unit.

These are business-risk choices. Zoom documents routing above a configured queue maximum through an overflow option (support.zoom.com); Amazon Connect documents a fast-busy outcome when active-call quota is exceeded (docs.aws.amazon.com). The correct spare capacity depends on which result the firm can

tolerate.

Compare How Phone Systems Sell Capacity

Different architectures put price and limits on different units. *Table 3* compares the four main models a small firm is likely to encounter. The rows describe commercial structure, not call-quality rankings.

Model or example	Primary purchased unit	Best fit	Capacity question that remains
Simple one-number routing: autoattendant.io	\$29 monthly flat for the company , one local or toll-free number, up to nine menu options, unlimited receiving people, as of September 22, 2026.	A small team that wants a menu to ring existing mobiles without per-user seats, an app, or desk phones.	Its public page does not state simultaneous-call capacity. Ask for the hard limit and over-capacity treatment in writing.
Per-user cloud phone: Google Voice or Zoom Phone	Google Voice business pricing starts at \$10 per user per month for the Google Voice add-on and requires a Google Workspace subscription (support.google.com); Zoom separates user licenses, number entitlements, and common-area phone licenses (support.zoom.com).	People who each need calling identity, software features, or multiple endpoints.	Does each user, shared line, or number have its own simultaneous-call limit?
Fixed-channel SIP trunk: SIP.US example	A trunk contains separately purchased channels and DIDs; one channel is required per concurrent inbound or outbound call (sip.us).	A business operating an Internet Protocol private branch exchange (IP PBX) that wants explicit channel control.	What happens when all channels are occupied, and how quickly can channels be added?
Elastic or usage-metered SIP: Flowroute example	Minutes and DIDs are priced separately; the provider states no simultaneous-call limit for its metered offer (flowroute.com).	Variable traffic where usage pricing and infrastructure management are acceptable.	What account, rate, network, fraud-control, or infrastructure limits still apply?
Contact center: Amazon Connect example	Usage across channels, plus telephony and number charges; voice service is listed at \$0.038 per minute before communication charges (aws.amazon.com).	Queues, agent controls, metrics, and complex workflows.	Which instance, queue, agent, and rate quotas apply, and which can be raised?

The lowest apparent unit price does not identify the lowest total cost because the units differ. A per-user plan may include a number; a SIP quote may split numbers, channels, and minutes; a contact center may meter usage and number inventory. The comparison should normalize the firm's required numbers, recipients, endpoints, concurrency, and treatment of excess demand.

Simple routing is also not a substitute for a contact center. A business that needs agent dashboards, deep queue analytics, customer relationship management integration, recording controls, or workforce management should evaluate that category directly. Conversely, a small team that only needs one published number and menu should not assume it needs a license for every mobile that rings.

Six Questions for Every Vendor

Send the same written requirements to each seller. The following six questions prevent most unit confusion:

1. **What exactly is included?** State the count of public numbers, users/extensions, devices, queues, and simultaneous inbound and outbound calls.
2. **What consumes capacity?** Identify whether ringing, held, queued, forwarded, transferred, voicemail, recording, and outbound legs count, including temporary transfer legs.
3. **Where are the limits applied?** Ask whether the cap is per number, user, device, location, trunk, account, queue, or whole company.
4. **What happens at the limit?** Require the exact caller experience: busy signal, rejection code, voicemail, queue, overflow, failover, or another result. Bandwidth documents that over-capacity treatment can include 503 Service Unavailable or 486 Busy Here responses (bandwidth.com).
5. **How is capacity changed?** Record the increment, price, effective time, contract consequence, and whether seasonal changes are allowed.
6. **Where is the written source?** Attach the current plan, order form, service description, or support page. “Unlimited calling” must be clarified as minutes, destinations, usage, or concurrency.

The answers should be recorded in a comparison worksheet with these fields:

- **Provider identity:** exact plan name and provider term for capacity
- **Included concurrent inbound calls**
- **Included concurrent outbound calls**
- **Combined or separate pool**
- **Limit treatment:** hard limit, soft limit, and busy behavior
- **Voicemail or queue availability at the limit**
- **Overflow or failover destination**
- **Upgrade unit, cost, and activation time**
- **Evidence and exceptions:** source URL, retrieval date, named exceptions, and unresolved unknowns

Rate limits also need a separate row. Vonage explains that calls per second (CPS) is a rate-control mechanism, not simultaneous capacity (developer.vonage.com). A platform could allow many active calls but restrict how quickly new outbound calls begin. Likewise, an endpoint limit can differ from an account limit: Dialpad documents two simultaneous calls on supported desk phones, one active and one held (help.dialpad.com).

Acceptance Test Before Cutover

A written limit is necessary but not sufficient. Run a controlled test with external phones while the old service remains available. Zoom's porting guidance says not to cancel current telephone service before the port completes (support.zoom.com). Twilio separately documents both termination and origination trunk tests (twilio.com). The sequence below is an editorial (**Hypothetical Example**), not an industry standard.

- **Test 1, one inbound call:** confirm the greeting, menu choice, intended recipients, caller ID, audio, and hang-up record.
- **Test 2, two simultaneous inbound calls:** hold the first call open, place the second, and record whether both connect and route independently.
- **Test 3, three simultaneous inbound calls:** keep two calls active, place a third, and record connection, ringing, queue, voicemail, overflow, or busy treatment.
- **Test 4, outbound during inbound load:** while the expected inbound peak is active, place an outbound call from a normal employee endpoint.
- **Test 5, transfer or forward:** transfer one live call to the destination used in ordinary work and observe any temporary capacity change.
- **Test 6, no-answer path:** let every intended recipient time out and confirm the promised fallback.
- **Test 7, over-limit attempt:** exceed the contracted capacity by one call and verify the documented treatment.
- **Test 8, recovery:** end a call, retry immediately, and measure how quickly capacity becomes available.

For every test, write both **expected** and **observed** results. Preserve timestamps, call identifiers, screenshots, and provider logs. Twilio's call resource distinguishes busy from no-answer outcomes ([twilio.com](https://www.twilio.com)), so “did not connect” is too vague. If the provider promises overflow, test the destination while it is already busy as well.

Do not publish, print, or broadly advertise a new number until inbound routing and concurrency tests pass. **If porting an existing number**, agree on rollback and escalation contacts before cutover. Port timing is not itself proof of capacity; acceptance testing remains a separate operational check.

Data Analysis and Evidence

Why observed maximum overlap is the useful number

The quantitative core is a sweep across call intervals. Let every counted call have a start and end. The maximum number of simultaneously open intervals is the observed concurrency. This measure uses the firm's actual arrival pattern and duration distribution, so it does not require a speculative staff multiplier.

More formal traffic engineering can be useful when logs are large. Cisco states that Erlang load equals calls per hour multiplied by average holding time in minutes, divided by **60** ([cisco.com](https://www.cisco.com)). It also distinguishes Erlang B, which models blocking, from Erlang C, which incorporates queuing ([cisco.com](https://www.cisco.com)). A small business need not perform either model merely to count observed overlaps.

Three limits of the observed maximum should be explicit:

- **Sampling risk:** a quiet week may omit the real peak. Use multiple representative periods and known seasonal events.
- **State-definition risk:** the log may measure connected calls while the provider counts ringing or queued calls.
- **Growth risk:** recent history may understate a planned campaign, new location, or longer opening hours.

Short bursts also matter. Cisco cautions that a traffic burst can consume resources quickly ([cisco.com](https://www.cisco.com)). This is why the worksheet preserves timestamps instead of relying only on hourly averages.

Quantities should remain separate in analysis

A real 2026 procurement addendum requested expected peak simultaneous calls and maximum concurrent calls separately from active users ([bcchc.com](https://www.bcchc.com)). Its scale is not a benchmark for a 2-to-20-person firm, but the fields are transferable. In traditional circuit architecture, Digital.gov says each basic circuit handles one call at a time and a legacy PRI T-1 can handle **23 calls**, with another channel reserved for data ([digital.gov](https://www.digital.gov)). That historical example explains the channel concept, not a recommendation to buy a PRI.

Modern systems may publish very different numbers. Webex allows a configured queue size from **0 to 250**, but a queue position is not an active conversation (help.webex.com). Teams documents a default of **50 waiting calls** and a configurable range from **0 to 200**, explicitly limiting that figure to waiting calls (learn.microsoft.com). These large product ceilings should never be converted into recommended capacity for a small company.

The data-supported decision is therefore:

1. **Observed peak external overlap** from the firm's intervals.
2. **Adjusted peak** for known upcoming changes, stated explicitly.
3. **Chosen contingency** based on the consequence of one more call.
4. **Contracted concurrency** mapped to the provider's exact counting rule.
5. **Tested concurrency** demonstrated under inbound, outbound, and fallback scenarios.

Implications and Future Directions

The language in phone quotes is likely to remain inconsistent because vendors legitimately package different resources. Cloud phone services often sell user entitlements. SIP trunks may sell fixed channels or metered minutes. Contact centers may combine usage charges with quotas. Simple routing products may price the company or number. Procurement should normalize these offers around workload rather than forcing them into a single “line” count.

For owners, the practical implication is that **headcount is an input to routing design, not a concurrency formula**. Headcount helps determine recipients and permissions. Only overlapping external calls reveal required call paths. The same distinction improves future changes: adding an employee may require a recipient or license but no extra path; a marketing campaign may require more paths without adding employees.

For providers, a useful quote should expose at least four machine-readable values: included inbound concurrency, included outbound concurrency, counting rules by state, and over-capacity treatment. Dialpad analytics already illustrates the usefulness of reporting average and maximum concurrent calls by day of week (help.dialpad.com). Similar reporting in small-business products would reduce guesswork.

Capacity planning should be revisited when call duration, opening hours, staffing, routing, or customer acquisition changes. Repeat the observation worksheet after cutover, compare attempted calls with connected calls, and inspect busy, abandoned, voicemail, and overflow outcomes. Historical data is a reasonable basis for estimating future support demand ([gov.uk](https://www.gov.uk)), provided known changes are added openly.

Frequently Asked Questions (FAQs)

How many business phone lines are needed for five employees?

Five employees do not imply five call paths. Count the public numbers needed, the five potential recipients, their endpoints, and the firm's measured maximum simultaneous external calls separately. If all five routinely make or receive external calls at once, five paths may be necessary. If the measured peak is two and the third caller can safely reach voicemail, two may be adequate. **(Hypothetical Example)** The provider's counting rule and the business consequence decide the result.

Can one business number work for multiple employees?

Yes. A main number can route through an auto attendant, ring group, queue, or shared-calling setup. Google documents that a ring group lets members answer calls from one Voice number (support.google.com). This answers the routing question, not the concurrency question. Confirm how many simultaneous callers that one number and plan support.

Is an extension the same as a line?

No. An extension is an internal identity or destination. It can share a public base number with other extensions, and some users can have extensions without individual public numbers. A call path is capacity for a simultaneous external call. A quote should count each separately.

How should a business calculate concurrent calls?

Export or manually record start and end times, sort all events, add one at each counted start, subtract one at each end, and retain the highest running total. Include outbound calls and related transfer legs only according to the prospective provider's rules. Repeat across several representative busy periods.

Are “unlimited calls” the same as unlimited simultaneous calls?

Not necessarily. “Unlimited” may describe minutes or destinations. SIP.US, for example, describes a channel-billed unlimited package and says attempts above purchased channel capacity can fail (support.sip.us). Ask for the concurrent-call number and excess-call treatment in writing.

Does every ringing phone consume another line?

There is no universal answer. In some systems, several endpoints are presentation targets for one caller; in others, forwarded or redirected legs may be separately represented. Obtain a state-by-state explanation and test with several external callers.

When does a small business need a contact-center product?

A contact center becomes relevant when the requirement includes substantial queues, agent states, service-level reporting, dashboards, workforce controls, or complex workflows. A one-number menu may be sufficient when callers only need to reach the right team member. The choice concerns workflow as much as capacity.

Conclusion

The answer to “how many phone lines does a small business need?” is not a number derived from employee count. It is a specification produced from four separate counts: public numbers, receiving people or extensions, endpoints, and simultaneous call paths.

The reliable method is straightforward. Observe representative busy periods. Record inbound and outbound intervals, routes, outcomes, and related legs. Calculate the maximum overlap. Decide what the next caller should experience. Then require each vendor to map that workload to its own limits, counting rules, and upgrade process.

One business number can route to many employees, but that does not establish simultaneous-call capacity. Likewise, a user license, extension, device, queue position, and SIP channel are not interchangeable. A quote that says only “five lines” is incomplete.

The final purchase requirement should fit in one sentence and remain testable. For example: one published number, six recipients, eight endpoints, three simultaneous external calls, and voicemail for the fourth.

(Hypothetical Example) Run the acceptance sequence before broad cutover, preserve the logs, and repeat the worksheet when traffic or routing changes. That approach buys measured capacity and an intentional failure path, instead of folklore.

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>

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.