



AUTO ATTENDANT / RESEARCH & PRACTICAL GUIDANCE

Can You Transfer a Forwarded Call on a Cell Phone?

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

Yes, a forwarded call can sometimes be transferred on a cell phone, but support depends on the service, carrier, device, destination and answering endpoint. Google's Phone app documents active-call transfer subject to carrier and device support. Grasshopper advertises provider-specific keypad transfer controls. These are reasons to test the actual setup rather than assume that every call answered in a normal mobile dialer is untransferable. Neither source establishes universal availability for a particular business's forwarded calls. (support.google.com) (grasshopper.com)

The first decision is what "transfer" means. **Forwarding** redirects an incoming call; **warm transfer** adds a consultation before handoff; **blind transfer** sends the caller onward without that conversation. A conference and moving a call between the same user's devices are separate operations. Apple documents Merge as combining calls into a conversation, while Verizon says its mobile three-way call ends for everyone if the initiating person disconnects. Microsoft separately distinguishes device moves from transfers to another person. (www.att.com) (support.apple.com) (www.verizon.com) (support.microsoft.com)

Business applications provide documented workflows, with important boundaries. Zoom's mobile warm-transfer process includes **Complete Transfer**, which hands over the caller and releases the original employee. Quo lists transfer on its **Business and Scale** plans, describes entered external numbers as **cold transfers**, and says those external transfers cannot be brought back. A feature advertised for an internal teammate therefore does not establish an equivalent warm handoff to an outside mobile. (support.zoom.com) (support.quo.com)

For a small firm, the buying test should follow the complete call path: customer calls the public number, employee answers on the intended endpoint, colleague accepts, and the employee leaves while the customer remains connected. Repeat with unavailable recipients and voicemail. Price is secondary to that result: Ooma advertises an entry rate of **\$19.95 per user per month**, but a listed rate alone does not prove that the required transfer workflow is included in the quoted configuration. (www.ooma.com) This report separates published capabilities from proposed acceptance tests. The practical choices are better initial routing plus an agreed callback, a verified provider keypad procedure, or an application/platform whose demonstrated handoff meets the firm's requirements.

Introduction and Background

The customer has already reached an employee's mobile. The employee can explain the problem, but a colleague needs to take over. At this point, changing the public number's forwarding destination is a different task from handing over the conversation already in progress. AT&T describes wireless forwarding as sending incoming calls to another number; Quo describes transfer in terms of a live or current call. (www.att.com) (www.quo.com)

For an owner managing a small trades business, clinic or professional firm, the useful question is therefore specific: **Can this answered customer call move from this employee to that colleague, with an acceptable fallback?** "Has call forwarding" and "has call transfer" are incomplete answers. Teams Phone Mobile illustrates why: a call answered in its native phone application must first be moved into Teams before transferring it to another person. (support.microsoft.com)

The evidence reviewed for this report consists of official vendor, carrier and device documentation, plus an institutional operating guide. It establishes published procedures and restrictions, not measured completion rates or call quality. Dartmouth's Zoom Phone guide, for example, identifies warm, blind and voicemail transfer and links to Zoom's instructions. That is a useful model for a written staff procedure, without demonstrating that another organization's account behaves identically. (services.dartmouth.edu)

Research date: October 22, 2026. No live carrier, handset or provider account was tested for this report. Questions not settled by documentation remain explicit acceptance criteria. They include consultation privacy, the identity shown at the receiving end, the original employee's release, and unsuccessful-transfer recovery. Zoom itself distinguishes transfer permissions by destination, while Dialpad limits its Ask First warm transfer to direct numbers. (support.zoom.com) (help.dialpad.com)

The following analysis begins at the moment of answer. It concentrates on live handoff rather than rebuilding an initial phone menu, choosing an area code, or redesigning the organization's public numbering.

Key Changes: From Initial Routing to Live Handoff

Change the requirement from ringing to ownership

Initial routing decides where an incoming call goes. **Live transfer** changes who handles an existing conversation. These should be separate purchasing requirements. Verizon's forwarding documentation describes an incoming-call behavior in which the forwarding mobile does not ring; Zoom's transfer instructions instead describe an ongoing call with transfer controls. (www.verizon.com) (support.zoom.com)

Table 1 separates the actions by intended outcome. "Yes" describes the purpose of that action, not a guarantee for an untested endpoint.

Action	When it happens	Customer connection	Private consultation	Original employee released?
Pre-answer forwarding	Before the employee answers	Incoming call is redirected.	No consultation is part of forwarding.	No employee has yet taken ownership. (www.t-mobile.com)

Action	When it happens	Customer connection	Private consultation	Original employee released?
Warm or attended transfer	During an answered call	Caller is held during the consultation.	Intended; verify the audio boundary.	After the documented completion action; Zoom specifies this. (support.zoom.com)
Blind or direct transfer	During an answered call	Caller is sent to the destination.	No consultation with the recipient.	Zoom's direct method immediately hangs up the originator. (support.zoom.com)
Three-party conference	After another participant is added	Participants share the conversation.	A merged conversation is shared audio.	Do not assume so; Verizon's initiator must remain connected. (www.verizon.com)
Same-user device handoff	During the user's existing call	The user continues on another device.	No colleague consultation is inherent.	The person remains responsible for the conversation. (support.microsoft.com)
Agreed callback	Current conversation ends	Customer receives a later call.	Staff can coordinate separately.	Yes, but there is no continuous live handoff. Proposed operating alternative.

The distinction becomes visible when the employee leaves. A conference that works while everyone stays connected has not passed a transfer test. Apple describes Merge as combining calls into one conversation; that operation alone does not establish that the initiating employee can leave without disconnecting the others. (support.apple.com)

Treat the destination as part of the feature

An internal extension, a teammate's business application and an external personal mobile are different destinations. Quo's support instructions explicitly label an entered external number as a cold transfer. Dialpad's warm-transfer instructions specify direct numbers rather than extensions. Neither rule should be generalized to another provider. (support.quo.com) (help.dialpad.com)

Hold is another separate state. Google describes it as pausing a conversation without hanging up. An employee who puts a caller on hold has preserved the conversation, but has not yet completed a handoff. Likewise, T-Mobile's call-waiting instructions describe the first call being held when the second is answered; that is not evidence of transfer completion. (support.google.com) (www.t-mobile.com)

The process change is operational: write the required end state before choosing the button or keypad command. The requirement might be "colleague accepts privately and employee leaves," or simply "customer agrees to a callback." Those are different services to deliver.

Endpoint-by-Endpoint Buying Matrix

The answering endpoint matters as much as the phone number. A mobile device can receive a normal carrier call, run a business calling application, or participate in a provider-specific workflow. Microsoft's native-dialer-to-Teams requirement is a concrete example of why a platform feature cannot automatically be attributed to every endpoint carrying that platform's number. (support.microsoft.com)

Table 2 is the primary comparison matrix. It includes the publisher in the initial-routing shortlist, without treating its inclusion as evidence of tested live transfer. No product below receives a blanket pass.

Option or endpoint	Published evidence	What still needs acceptance
Ordinary carrier-delivered call in the native dialer	Google documents active-call transfer with some carriers and devices; Apple separately documents forwarding and conference controls. (support.google.com) (support.apple.com)	Exact carrier/device support, eligibility of the forwarded call, privacy, release and recovery.
Grasshopper provider-controlled call	Current official material describes keypad activation and blind/supervised transfer. Its hold support page labels mobile-app instructions. (grasshopper.com) (support.grasshopper.com)	Native forwarded-leg applicability, purchased-plan eligibility, external destinations and failure handling.
Zoom mobile application	Documented warm, direct and voicemail transfer; administrator restrictions can change allowed destinations. (support.zoom.com)	The organization's actual policy, receiving identity and tested unavailable-recipient behavior.
Quo business application	Transfer is listed for Business and Scale; external-number instructions specify cold transfer. (support.quo.com)	Internal versus external handoff requirements, caller ID and acceptable external voicemail recovery.
Browser application	Teams says consult-then-transfer is unavailable in Teams for the web. Dialpad documents desktop/web transfer workflows. (support.microsoft.com) (help.dialpad.com)	Browser-specific functionality rather than assumed parity with a mobile or desktop application.
Desk handset	Zoom says handset transfer procedures depend on the manufacturer. (support.zoom.com)	Exact handset model, provisioning, key sequence and handset-specific policy behavior.
autoattendant.io, publisher	Include in the initial-routing shortlist; this report supplies no verified live-transfer result for it.	Require a written demonstration of the exact handoff before selecting it for a live-transfer requirement.

A “supported” row is only the start of procurement. The documentation may describe different application editions, calling services or destination types. Webex expressly notes that its associated calling service can affect available features. The proposed workflow must therefore identify both the application and its underlying service. (help.webex.com)

Native iPhone behavior deserves particular care. Apple’s forwarding guide configures a destination for redirected calls, and its conference guide explains combining calls. Those pages do not establish a universal native-iPhone transfer command or a universal inability to transfer a forwarded call. The practical next step is provider confirmation for the actual incoming call path. (support.apple.com)

The same caution applies to Android. Google’s documented Transfer option is conditional. Its existence is strong evidence against an absolute “Android cannot transfer calls” claim, but it is not a compatibility list for every U.S. carrier, plan or handset. (support.google.com)

Documented Mobile Transfer Workflows

Native Phone app: a conditional Android procedure

Google's Phone instructions describe adding another call, entering and calling the destination, then tapping **Transfer** after the new call connects. The page qualifies the relevant controls with "some carriers and devices." A business should first verify that its actual phone displays and supports that operation on the forwarded call it receives. (support.google.com)

Do not treat the nearby **Merge** control as an interchangeable completion step. Google distinguishes conference merging from transfer. For an acceptance test, record the exact control used and verify that the employee can leave while the test caller and colleague continue. The documentation alone does not settle privacy, caller ID or failed-transfer recovery for every supported combination. (support.google.com)

Grasshopper: provider-specific keypad controls

Grasshopper's current feature page describes **Blind Transfer** and **Supervised Transfer**, including a keypad control. Its current hold support page also describes pressing the pound key twice during an active mobile-app call. These are documented provider controls, not universal iPhone or Android keypad commands. (grasshopper.com) (support.grasshopper.com)

The retrieved current pages support asking Grasshopper for a precise live demonstration. They do not establish native forwarded-leg eligibility or availability on every purchased plan. Confirm both before treating keypad controls as a no-app solution.

For a no-app requirement, ask the vendor to demonstrate the command while an employee answers a carrier-delivered call in the normal dialer. Confirm whether the colleague can be an external number, how a rejected transfer returns, and which party can end its leg. **Do not publish a staff keypad card until that exact path passes.**

Zoom: complete or cancel the warm handoff

Zoom's mobile instructions begin with an active call, then **Transfer**, destination selection and a transfer method. For a warm transfer, the caller is placed on hold. **Complete Transfer** hands the call over and hangs up the original employee's phone; **Cancel Transfer** returns to the original caller. (support.zoom.com)

This gives the acceptance test observable states: customer held, recipient contacted, completion chosen, originator released. Separately, Zoom permits administrator restrictions on external transfers. Its policy documentation says lower-level settings override higher-level settings, so an account-level assumption is insufficient for a particular employee. (support.zoom.com)

Quo and other business applications

Quo makes transfer available on Business and Scale and advises placing callers on hold before initiating transfers. Its support documentation differentiates teammate transfers from entered external numbers, which are cold transfers. The published external-number procedure covers U.S. and Canadian numbers. (support.quo.com)

External recovery is a meaningful buying condition: Quo says an unanswered external transfer goes to that number's own voicemail and cannot be brought back. A firm that requires a private consultation with an outside specialist should not assume its internal warm-transfer workflow covers that situation. (support.quo.com)

Other vendors document their own controls. NextivaONE's mobile guide offers warm or blind transfer and a completion action after connecting with the recipient. Ooma's mobile instructions describe transfers to another extension or voicemail. These establish product-specific workflows, not feature equivalence across entry plans. (help.nextiva.com) (www.ooma.com)

Implementation Considerations and Process Changes

Establish the call path before testing

Use a consenting colleague and an external test caller. Use fictional names and routine subject matter, with no real patient or client information. The aim is to observe the service rather than collect sensitive material.

Prepare a single record for the configuration:

- **Account and plan:** Record the exact purchased product and employee permissions.
- **Public-number route:** State which menu, forwarding rule or group delivered the call.
- **Answering endpoint:** Identify native dialer, mobile app, browser or desk handset.
- **Device details:** Record operating system, app version, handset and mobile carrier.
- **Destination type:** Separate internal extension, application user and outside number.
- **Required handoff:** Specify warm, blind, voicemail or callback.
- **Evidence:** Keep the supporting procedure URL, access date and provider confirmation.

These are proposed documentation fields, not vendor guarantees. Their importance is illustrated by Teams Phone Mobile's requirement to uplift a native-dialer call into Teams, and Webex's warning that the underlying calling service affects available features. (support.microsoft.com) (help.webex.com)

Run the successful handoff first

The following procedure is a proposed acceptance test. It should supplement the vendor's current instructions, with the vendor's terminology used on the staff card.

- **Place the call:** The test caller dials the published business number from outside the account.
- **Answer normally:** The employee uses the endpoint staff will actually carry or open.
- **Explain the handoff:** Tell the caller what will happen and seek agreement.
- **Start the documented method:** Use the provider's transfer control, not a guessed code.
- **Check consultation privacy:** The colleague and employee exchange a harmless test phrase; ask the caller whether it was audible.
- **Complete explicitly:** Use the documented completion action after acceptance.
- **Verify release:** The employee leaves and confirms the caller and colleague remain connected.
- **Record identities:** The recipient reports the displayed number and any name or transfer label.
- **Close the record:** Mark observed behavior, deviations and the person responsible for follow-up.

Zoom's explicit completion action and Dialpad's caller-on-hold consultation provide useful documented reference states. They do not replace the audio and release observations on the chosen account. (support.zoom.com) (help.dialpad.com)

Repeat failures deliberately

A successful accepted transfer does not establish failure recovery. Test the colleague being busy, declining, not answering, and having voicemail enabled. Then repeat any external-number path the team expects to use. Treat a voicemail system answering as a separate outcome from a person accepting responsibility.

Table 3 is a printable acceptance sheet. Complete a separate copy for each relevant endpoint and destination. "Unknown" is an acceptable research finding; it is not permission to promise the behavior to callers.

Test item	Expected behavior to agree	Observed result and recovery to record
Configuration header	Account/plan; carrier; device; operating system/app version; public-number route; destination type.	Actual values, tester, date and evidence URL.
Answered warm transfer	Customer held; colleague consulted; employee completes handoff.	Customer audio, receiving identity, originator released: pass/fail/unknown.
Consultation privacy	Caller cannot hear the consultation.	Test phrase audible: yes/no; correction required.
Recipient busy or declines	Agreed person or mailbox retains responsibility.	Who holds the customer; whether employee can resume; next action.
Recipient does not answer	Agreed timeout and recovery.	Ring duration, mailbox interception, return path or callback owner.
Recipient voicemail answers	Mailbox behavior is acceptable and explained.	Business/personal mailbox reached; whether customer can be recovered.
External destination	Exact destination is permitted and handoff type meets need.	Country, permission, charge confirmation, identity and failure route.
Originator leaves	Customer and recipient continue without the employee.	Which control ended the employee's leg; connection outcome.
Endpoint substitution	Each intended native/app/browser/desk path has its own result.	Differences, unknowns and any restriction on staff use.
Sign-off	Owner accepts evidence and fallback before publishing the process.	Approver, date, procedure location and retest trigger.

Failure behavior should be sourced where possible and tested where it remains unknown. Teams documents an optional ring-back behavior in its desktop transfer instructions for qualifying internal recipients. Quo's external-transfer documentation instead says the call cannot be brought back. These are different recovery models, not interchangeable "transfer supported" checkmarks. (support.microsoft.com) (support.quo.com)

Forwarding can introduce its own failure route before any transfer occurs. AT&T says a busy designated forwarding number can produce a busy signal for callers and that forwarding overrides wireless voicemail. Keep the initial-delivery test separate from the answered-call test so the team can identify where the outcome

changed. (www.att.com)

Data Analysis and Evidence

There is no measured success-rate benchmark in this report. Documentation confirms published functions; the proposed trials would measure whether a particular account works. No time-saving, revenue, conversion or call-quality estimate is assigned to a transfer feature.

The available quantitative evidence is better used for cost boundaries and endpoint capacity. Ooma's current plans page advertises **\$19.95 per user per month**, excluding applicable taxes and fees. **(Hypothetical Example)** At that advertised rate, a five-user subscription has a base subscription calculation of **$5 \times \$19.95 = \99.75 per month**; a twenty-user subscription calculates to **\$399 per month**. These are arithmetic illustrations, not quotes for a validated transfer configuration, hardware or total communications spend. (www.ooma.com)

Nextiva's current pricing page displays **\$15 per user per month** for its NEXT Core annual small-business offer, with new-customer eligibility, **1 to 100 employees**, and a paid minimum term of **12 months**. The fetched operating guide is for NextivaONE. Buyers should obtain written confirmation of the relationship between the quoted package and the required mobile workflow before using that offer in a comparison. The annual offer should not be described as a cancellable monthly purchase. (www.nextiva.com) (help.nextiva.com)

Capacity also varies by endpoint. Quo documents holding **one call on iOS** versus **up to two on Android, web and desktop**. This is a hold-capacity distinction, not a simultaneous-transfer benchmark or a guarantee that staff can manage multiple consultations safely. It is useful when deciding which endpoint to test under an interrupted workflow. (support.quo.com)

For the owner's economic decision, collect operating inputs rather than assume an industry average:

- **Handoffs per week:** Count actual answered calls requiring another person.
- **Recovery effort:** Measure staff time spent reconnecting an unsuccessful handoff.
- **Callback suitability:** Record which callers agree to a later response.
- **Licensed people:** Identify staff who need transfer controls versus those receiving calls.
- **Full subscription cost:** Include confirmed billing term, required licences and destination charges.
- **Exception rate:** Count tested failures separately from ordinary successful handoffs.

A proposed calculation is **weekly coordination effort = handoffs per week × observed average coordination minutes**. Compare that measured workload with the incremental subscription and administration cost. The calculation is an owner-entered model, not a published productivity claim.

Geographic eligibility needs its own evidence. Verizon and T-Mobile both exclude international destinations from their documented mobile forwarding features. Quo's external-transfer instructions document U.S. and Canadian numbers. These are different features, so none establishes another provider's international live-transfer policy. (www.verizon.com) (www.t-mobile.com) (support.quo.com)

Finally, confirm charging on the exact path. AT&T warns that forwarded wireless calls may incur long-distance or roaming charges. A domestic forwarding allowance cannot establish the price of an external transfer made inside a business application. (www.att.com)

Implications and Future Directions

The simplest adequate process depends on how often a customer must stay connected and how much context the colleague needs. A callback can be an acceptable operating choice when the caller agrees and someone owns the response. A better initial menu may reduce misroutes, but the business should retain a procedure for calls that still reach the wrong person.

For live handoff without an application, require a demonstration of the provider's documented keypad workflow on the native mobile call leg. Grasshopper's current material makes keypad-controlled transfer a legitimate question to investigate. It does not justify copying its controls into another service's instructions or promising eligibility on an unverified configuration. (grasshopper.com)

When staff need repeatable private consultation, shared context or different transfer destinations, evaluate business applications directly. Teams documents consult-then-transfer in its application instructions; Dialpad documents a hold-based Ask First workflow with a direct-number restriction. Selection should follow the required destination and endpoint rather than the broadest feature list. (support.microsoft.com) (help.dialpad.com)

A provider question card should ask:

- **Call path:** Does this work after our public number forwards to the native mobile dialer?
- **Endpoint:** Which controls work in native mobile, app, browser and desk handset?
- **Plan:** Which exact product, licence and administrative setting enables it?
- **Destination:** Can staff reach an internal teammate, external mobile and required country?
- **Privacy:** What does the customer hear during dialing and consultation?
- **Identity:** What number and name does the receiving person see?
- **Release:** Which action allows the original employee to leave?
- **Recovery:** Who retains the customer after busy, decline, timeout or voicemail?
- **Commercial terms:** Which subscription, usage charges and minimum commitments apply?

Caller ID particularly deserves demonstration. Zoom documents different presentation when transferring externally and notes that the original party's identity is not what the external recipient sees in the described case. A salesperson's successful internal demonstration is insufficient evidence for the business's outside-mobile scenario. (support.zoom.com)

Keep a stable staff procedure containing only tested paths and named fallback owners. Revisit it after a provider change, endpoint change or relevant application update. Before moving a business number or publishing a handoff promise, the owner should sign off the observed results, unresolved questions and callback alternative.

Frequently Asked Questions (FAQs)

Can you transfer a forwarded call on iPhone?

Sometimes, depending on the provider and call path. Apple's native forwarding and conference instructions do not establish a universal live-transfer entitlement. A business application can supply its own procedure, such as NextivaONE's documented mobile warm/blind transfer workflow. Test the call after it arrives through the actual business-number route. (support.apple.com) (help.nextiva.com)

How do you transfer a forwarded call on Android?

Start with the supported endpoint's instructions. Google Phone documents an Add Call, connect, then Transfer sequence for some carriers and devices. If that conditional feature is unavailable on the actual call, evaluate the business provider's documented control or application rather than substituting Merge.

(support.google.com)

Can business calls transfer between mobile phones without an app?

It is a configuration question. Conditional native Phone transfer and provider keypad controls show why an absolute "no" is too broad. Grasshopper's public feature page does not by itself establish native forwarded-leg availability for every account. Ask for that exact demonstration and retain a callback fallback until it passes.

(grasshopper.com)

Is a warm transfer the same as a conference?

No. The desired warm-transfer outcome is a consulted handoff; a conference keeps participants together. Verizon's documented mobile three-way calling ends for everyone if its initiator disconnects. That specific rule should not be generalized to other carriers or platforms. (www.verizon.com)

Does moving a call to a computer transfer it to a colleague?

Moving between the same person's devices is a separate operation. Apple's cellular-call relay uses the same Apple Account, while NextivaONE separately documents pulling a call to another device tied to the user. Neither establishes that a colleague has taken ownership. (support.apple.com) (help.nextiva.com)

Conclusion

The answer to "can you transfer a forwarded call on a cell phone?" is **sometimes, with the right supported call path**. The useful purchasing requirement is an observable outcome: the customer reaches the intended colleague, any required consultation stays private, the original employee is released, and someone owns an unsuccessful attempt.

A forwarding setting, conference button, hold command or device move should not substitute for that outcome. Documentation can identify a promising feature and its restrictions. Only the proposed account-level acceptance test can establish whether the firm's chosen combination of public-number routing, mobile carrier, endpoint and destination meets its own requirements.

For occasional handoffs, an agreed callback with a named owner may be adequate. Where a live conversation must continue, use a confirmed provider-specific procedure or choose a business calling application that demonstrates the required transfer. If consultation, external destinations or recovery matter, put them in the acceptance criteria before comparing subscription prices.

The deliverable for staff should be modest and concrete: a short approved procedure, the exact tested controls, the receiving destinations it covers, and an explicit fallback. Keep unknown results visible. A setup that has not passed a particular handoff test should not acquire that capability by assumption.

Before changing the published process or moving the business number, retain the completed test sheet and owner sign-off. That converts a vague feature claim into evidence the team can use when the next customer reaches the wrong mobile.

Source links

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

1. <https://support.google.com/phoneapp/answer/2811745?hl=en>
2. <https://grasshopper.com/features/on-hold-options>
3. <https://www.att.com/support/article/wireless/KM1011513>
4. <https://support.apple.com/en-us/111787>
5. <https://www.verizon.com/support/3-way-calling-faqs>
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24. https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0063187

25. <https://support.apple.com/en-us/102405>

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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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