

What an auto attendant system does

The automated front door: greet callers, apply business rules, and route each call to the right destination.

Start with the path. Add conversation only when the path is stable.



Attendant rules the path; IVR waits for a choice



Auto attendant

Routes by time, destination, queue, or number dialed.



IVR

Asks callers to press or say an option. The IVR waits for input.

BUY THE SMALLEST WORKING SYSTEM

Small teams usually need routing before a full contact center



Start with the essentials

Cloud number, greeting, hours, destinations, and overflow.



Forwarding can be enough

Mobiles may cover a shop or five-person team.



Do not overbuy

Do not buy a large [seat center for a greeting](#).



India-focused platforms cover the core use case

Zoho Voice

Ecosystem fit.

Exotel

APIs, prepaid packs, and bundled multi-level flows.

Knowlarity

Virtual numbers and IVR for SMBs.

MyOperator, Acefone, Ozonetel

Simple routing through broader contact-center plans.

[India setup guidance](#) and a [provider comparison](#) point to the same starting pattern: number plus rules, with menus only when needed.



Set up the flow in nine practical steps

01

Get a virtual, city, mobile-style, or toll-free number and complete KYC.

02

Write a short greeting.

03

Set business hours and holidays.

04

Map queues, ring groups, agents, mobiles, and voicemail.

05

Add overflow and callback rules.

06

Add IVR only when callers need choices.

07

Enable recording and CRM logging where useful.

08

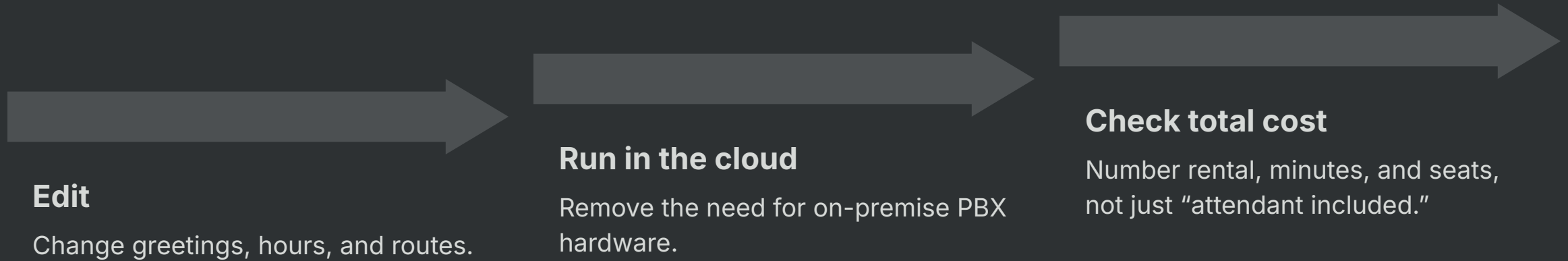
Test from an outside mobile at different times.

09

Train agents on transfers and caller context.

The flow builder is the operating advantage

The system stays useful when the team can change the path without waiting for an engineer.



Choose features by the failure you need to prevent

Business-hours routing: avoid unanswered after-hours calls.

Overflow and voicemail: prevent silent failure when queues fill.

Recording and CRM: turn calls into QA evidence and lead records.

Speech input: test accents before relying on it.

AI voice agent: use it for conversation after routing, not as a substitute for basic call rules.

KEEP THE SYSTEMS SEPARATE

Auto attendant is not employee attendance



Auto attendant

Answers and routes customer calls.



Attendance system

Tracks staff through badges, apps, or face recognition.



Keep the workflow separate

Phone workflow is separate from HR and access control.



Measure the handoff before adding sophistication



Use the attendant for rules; use a voice agent for dialogue

[EchoLeads.ai](#) can sit after routing as a conversational layer or handle simple voice intents.

It does not replace numbers and basic routing from Exotel, Knowlarity, Zoho Voice, or similar platforms.

Phone setup: start with the attendant. **Spoken back-and-forth:** [contact EchoLeads.ai](#).

