Automatic Call Routing
Available with XO IP Flex, IP Flex with VPN, SIP and Enterprise SIP Services

Automatic Call Routing is a business continuity option that allows your business to maintain optimal calling performance and uptime in the event of an unforeseen interruption in service. As a feature of your XO VoIP service, Automatic Call Routing automatically will redirect calls to alternative phone numbers to reduce the possibility of missed calls.

Severe weather, construction activity, or a malicious cyber attack on your company network could result in a loss of your voice and data connection. Your on-site PBX system can handle some disaster recovery situations; but when the connection to your PBX is lost, Automatic Call Routing (ACR) is the answer.

You can route each of your Direct Inward Dial (DID) numbers to a different failover phone number, allowing a high level of customization for your company's needs. Your administrator simply programs an alternate destination for each telephone number through the myXO customer portal*. The forward-to numbers are easy to set up, and you can change or update them at any time.

The XO Automatic Call Routing feature is competitively priced, with affordable monthly recurring charges based on access speed rather than the number of lines, telephone numbers or DID numbers. XO bills ACR-directed calls as part of your VoIP Service calling plan.

* http://portal.xo.com
With Automatic Call Routing, you can forward calls to:

- A mobile phone
- A main phone number associated with another PBX, either at the same site or a different site
- An answering service or voicemail system, even if the lines associated with the voicemail services are down

Ensure that your employees can be reached by phone even in extreme situations. Make the Automatic Call Routing feature an integral part of your business continuity strategy.