



## Inbound Solutions

**Simply by fronting your business with any of the 08 special rate telephone numbers, you have instant access to our extremely flexible and creative network-based routing and recording services, eliminating the need to purchase in-house call recording equipment and negating all associated maintenance issues of such investment.**

### **Time of Day Routing with Call Queuing and Call Recording**

With this service, it is possible to welcome a caller by way of a personalised pre-connection message, route the caller to the preferred destination and provide a voicemail facility. All of this is configurable by time of day or day of week, and any messages left on the voicemail can be emailed to a designated address without any need to dial in to retrieve the message.

With Call Queuing, if the termination number is engaged the service will play music and service announcements. The service will check every 15 seconds to see if the line has cleared, if not, the callers position in queue is announced.

With Call Recording, recordings can be emailed to you or stored online for future retrieval

### **One to One with Queuing and Call Whisper**

This is the basic call routing service that allows you to decide the destination telephone number for incoming calls to. We can provide you with a number translation service – 0800, 0845, 0870 or 0871 - that is set up on our system ready for you to activate. You can also update the system by phone menu system, SMS or the ICS control panel.

With Call Queue, if the termination number is engaged the service will play music and service announcements.

With Call Whisper, also known as Network Whisper, this service is will announce which non-geo number or service has been dialled, allowing the operator to answer the call appropriately. Example applications:-

- Businesses with multiple brand identities
- Marketing campaigns
- Call Centres

### **Auto Attendant with Hunt Group**

This is a sophisticated service for controlling departmental routing within your organisation. With Auto Attendant (virtual receptionist if you like), it is possible to welcome a caller, offer them a choice of routing options, route the caller to the designated option and provide voicemail facilities for each option. All of this is configurable by time of day or day of week, and any recordings taken during the voicemail can be emailed to a designated address without any need to dial in to retrieve the message. In addition, multiple levels are now available.

### **Call Recording**

Uniquely, our telephone recording service also enables you to record any incoming or outgoing call, literally at the touch of a button, from your telephone keypad. When the number is dialled, a pre-recorded message is played stating that calls may be recorded for monitoring or training purposes, after which the call is delivered immediately to you.

Call Recording with Queue. All the features of call recording, plus the queue module.

### **Outgoing Record**

Exclusively, we have also pioneered call recording solutions for those customers who may want to make outbound calls that may require recording, simply by dialling a number on the system. Once the call is connected, the service will play "recording has started" to the person you are connected to, and whenever it's stopped the service will play "recording has stopped." This is because it is a regulatory requirement to inform a called party that the call is being recorded. As soon as the call is ended, an audio file of the recording will be emailed to the address you have specified. It will contain the CLI of the calling party, as well as the time and date of the call.