Inbound NGN

IVR Planner

Call Recording

All calls can be recorded from this point

Time of day routing

Monday to Friday - 09:00 – 17.30

Sat – Closed

Sun – Closed

Out of hours callers may leave a message which is then emailed to pre supplied address.

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Web Statistics

Full network statistics are available for this point.

How many calls are answered, engaged etc.

Welcome to XYZ Ltd

Press 1 for Sales

Press 2 for Marketing

Press 3 for Customer Service

Press 4 for Accounts

Option 1

Calls not answered here can be automatically forwarded to one of the other three options if not answered, if no answer on any option the caller will be offer voice2email

Option 2

Calls not answered here can be automatically forwarded to one of the other three options if not answered, if no answer on any option the caller will be offer voice2email

Option 4

Calls not answered here can be automatically forwarded to one of the other three options if not answered, if no answer on any option the caller will be offer voice2email

Option 3

Calls not answered here can be automatically forwarded to one of the other three options if not answered, if no answer on any option the caller will be offer voice2email

Calls answered on any option can be transferred to any other number using mid call divert. When diverting calls you have the opportunity to speak to the 3rd party first to see if they want to take the call. This can be pre-programmed into a mobile phone for ease of use.

**Busy in Hours**

If lines are busy during the day a message explaining to the caller that you are busy can be played they are invited to leave a message which is then immediately emailed to you as a .WAV attachment.

**Out of Business Hours**

Callers hear a different message with opening times etc. and the ability to leave a message

**Benefits**

* Calls delivered to correct department every time.
* Give your business a National Image.
* Measure how well your call handling is performing.
* How many unanswered calls, or missed calls, when & why.
* Advertising & Marketing activity easily quantified.
* Calls can be recorded & stored remotely.
* Never need to change the number again.
* Flexible as can be used by Start Ups, SME’s or Multinational Corporations.
* All the above for as little as £10.00 per month!
* Calls delivered to mobile phone @ 2ppm (pence per minute).