

Do You...

- ✘ Operate a help or service line ?
- ✘ Sell or promote anything ?
- ✘ Manage operations ?
- ✘ Need to manage inbound telecoms costs ?
- ✘ Monitor advertising responses ?
- ✘ Use 0800 / 0845 / 0870 numbers ?
- ✘ Want more flexibility with your telecoms ?
- ✘ Provide out of hours sales or support ?
- ✘ Use remote working ?
- ✘ Have or need a Disaster Recovery plan ?



If the answer is Yes to any of the above then read on to see how Inbound can help you...

What Is Inbound?

Inbound is an advanced call management service for business. It is network based, so does not rely on your own telephone system, providing greater reliability and resiliency, and it enables you to provide better service to your existing customers whilst opening up new sales opportunities.

Using either Non Geographic (0800 etc) or uniquely, Geographic numbers (01/02 etc), Inbound provides online access to a suite of network.

Services Including:

- Remote call management.
- Real time or planned call routing changes.
- VIP call handling for important people.
- Call statistics & management reporting.
- Confidential call hand off & forwarding.
- Advanced IVR (Menu) services.
- 'Call whisper' system notification on pick up, prior to call connection.
- Call recording, for training or monitoring.



Inbound is easy to use, there's no capital outlay, it works with any number and can be managed from any Internet enabled device, or we can manage it for you if you're busy.

The Benefits Of Inbound

- Never miss another call – with Inbound, every call is answered and routed appropriately.
- Increased productivity – effective call handling allows the most productive allocation of resources.
- Scalable – Inbound can serve all your sites, grow with you, and deal with an infinite number of calls, scaling up at busy times.
- No capital outlay – no set up costs; Inbound can be funded out of operational spend, enabling quick decision-making and implementation.
- Immediate set up – instantly create or make changes to call plans, announcements and other features.
- Make changes anytime, anywhere – our secure, user-friendly interface is accessible from any web-enabled device so you can manage your calls from the office, from home, from the road.
- Easy to use – Inbound's web interface has been specifically designed to be intuitive, and is jargon-free.

Smart Communications

Inbound provides feature rich network services that are scalable and cost effective without the capex. Available in three service levels – Contact Point, Contact Path or Contact Pro – to suit the needs of your business, The service is highly valuable to organisations looking to fulfil any or all of the following:



Excel in customer service, for example by managing callers during busy hours or when the office is closed.



Cater for business continuity in the event of a disaster by instantly redirecting calls to another site.



Record calls for compliance or training purposes and report on productivity.



Provide contact centre services - such as call centres - to professionally handle calls for multiple clients.



Create a local (01/02 number) or national (08/03 number) presence.



Monitor advertising campaigns and report on the return on investment.

How Does It Work?

You can access all Inbound services online at www.on-communications.com/inbound. Our simple user interface gives you complete and immediate control over your Inbound service: Create or edit call routing plans; manage your subscribed features; tailor call plans to meet the individual requirements of your business. And if you don't have time to do this yourself, On-Communications (or your service provider) can manage it for you.

Subscribed Features Include:

Build Tailored Call Plans



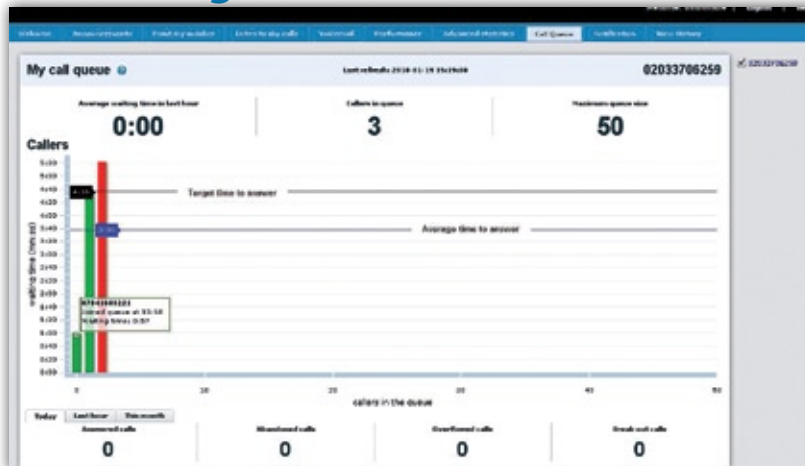
Build call plans that suit your business operating hours and modify them instantly as your business needs change. Schedule call routing in advance according to your business hours and call handling preferences, and use call divert options to maximise your call handling potential and provide improved service to your customers.

Call Statistics



Easily interpreted graphs of your inbound call statistics helps you track calls and enhance your marketing. Snapshot data provides you with results of call handling efficiencies enabling you to make informed decisions.

Call Queuing



Queue incoming calls on a destination number to assist with call handling during busy periods. Use live queue statistics to monitor customer service and make instant changes in terms of queue management and size. Optional queue breakout and overflow preferences to an alternative destination, announcement or voicemail service. Project live information onto a wallboard to give immediate feedback to call handling agents and their supervisors.

Auto Attendant (IVR) / Announcements



Interactive Voice Response (IVR) allows you to upload file announcements to an inbound call plan as a way of communicating with callers. Use IVR to provide callers with call routing options and announcements to inform them of details such as opening hours and website address when the office is closed.

Optional Features

Advanced Call Statistics

Call Date/Time	Duration (seconds)	Inbound no.	Calling no.	Destination no.	Outcome	Recorded	Time to answer (seconds)
2009-02-07 04:11:04	0:04	06713004000	0203410700	0707170700	answered	R	0:04
2009-02-08 04:07:00	0:08	06713004000	0203410700	0203410700	answered	R	0:08
2009-02-08 04:07:43	0:08	06713004000	0203410700	0203410700	answered	R	0:08
2009-02-08 04:08:04	0:08	06713004000	0203410700	0203410700	engaged	R	0:08
2009-02-08 04:08:24	0:08	06713004000	0203410700	0203410700	engaged	R	0:08
2009-02-08 04:11:00	0:02	06713004000	0203410700	0203410700	unanswered	R	0:02
2009-02-08 04:11:45	0:02	06713004000	0203410700	0203410700	unanswered	R	0:02
2009-02-08 04:12:00	0:08	06713004000	0203410700	0203410700	unanswered	R	0:08
2009-02-08 04:16:00	0:09	06713004000	0203410700	0203410700	unanswered	R	0:06
2009-02-08 04:16:00	0:09	06713004000	0203410700	0203410700	unanswered	R	0:06
2009-02-08 04:16:00	0:07	06713004000	0203410700	0203410700	unanswered	R	0:05
2009-02-08 04:16:24	0:03	06713004000	0203410700	0203410700	unanswered	R	0:05
2009-02-08 04:16:24	0:09	06713004000	0203410700	0203410700	unanswered	R	0:05
2009-02-08 04:16:45	0:08	06713004000	0203410700	0203410700	unanswered	R	0:09
2009-02-08 04:16:45	0:08	06713004000	0203410700	0203410700	unanswered	R	0:09
2009-02-08 04:16:30	0:09	06713004000	0203410700	0203410700	unanswered	R	0:09
2009-02-08 04:16:45	0:07	06713004000	0203410700	0203410700	answered	R	0:05
2009-02-08 04:16:45	0:08	06713004000	0203410700	0203410700	engaged	R	0:08
2009-02-08 04:16:50	0:08	06713004000	0203410700	0203410700	engaged	R	0:08
2009-02-08 04:16:55	0:08	06713004000	0203410700	0203410700	engaged	R	0:08
2009-02-08 04:16:55	0:08	06713004000	0203410700	0203410700	engaged	R	0:08

Online access to comprehensive live call statistics shows you call handling efficiencies such as productivity, call patterns and caller behaviour and enables you to make informed business decisions. Data includes time to answer, call waiting time, call outcome and caller details.

Call Recording

Record inbound calls for compliance, customer service or audit purposes. Provides secure online access to file storage and retrieval of call details with comprehensive search filters to play, download or delete calls according to pre-defined login permissions.

Voicemail

Voicemail management

Your voicemail are shown on this page. You can listen to each call by clicking on the call date and download or delete calls if your user profile permits this.

Select all Unselect all

Select	Call date/time	Duration (minutes)	Inbound no.	Calling no.	Destination no.	File size (Kb)	Deleted at	Deleted by
<input type="checkbox"/>	2009-12-16 16:27:12	0:05	01913004800	2083605789	Voicemail	15		
<input type="checkbox"/>	2009-12-16 16:49:47	0:05	01913004800	2083605789	Voicemail	15		
<input type="checkbox"/>	2009-12-16 16:49:56	0:20	01913004800	2083605789	Voicemail	59		
<input type="checkbox"/>	2009-11-04 09:24:04	0:07	01913004800	02071015236	Voicemail	22		
<input type="checkbox"/>	2009-12-16 16:49:10	0:20	01913004800	2083605789	Voicemail	59		
<input type="checkbox"/>	2009-12-16 16:48:53	0:20	01913004800	2083605789	Voicemail	59		
<input type="checkbox"/>	2009-12-16 16:52:49	0:20	01913004800	2083605789	Voicemail	59		

Download Delete

1 of 2

Storage

Billing period: CURRENT Max recording storage used: 11 MB

Find this call

Inbound number: Select all

Calling number: [input field]

Destination e-mail address: Select all

Made between: 2009-10-01 to 2010-01-19

00:00 to 17:15

With duration:

Show deleted

Reset Find

Choose to retrieve voicemails online or by email with .wav file attachments. A great way to maintain records and audit trails for caller's messages.

Call Whisper

02033706259 London News Save Activate

Call Plan whisper Destination

Destination

Network Whisper: none (dropdown menu open showing: London News Whisper, office closed, office closed announcement, office closed voicemail, opening hours)

Number: [input field]

Record: [input field]

E-mail notification: Please wait to be answered, prescription msg, queue advert 1, queue advert 2, queue greeting

On busy On no answer




Cancel Done

Tip: Please ensure that the destination number does not have any active services that might conflict with the call plan. For example, a mobile phone with it's voicemail to email settings switched on will take precedence over the Inbound call plan routing.

Just before a call is taken by a call centre operative a message can be played giving further information on how to answer each call. So, if the operative is taking calls for various companies or departments they receive information on how best to answer each call, ensuring a more tailored response.

Inbound Portfolio Features Matrix

This product matrix shows which features come with each variant of our Inbound services. In addition, a range of optional features can be bolted on to the Inbound Contact Point, Path and Pro products, including advanced real time call statistics, call recording, voicemail and call whisper.

Features	 Contact Point	 Contact Path	 Contact Pro
Secure Online Management for quick and easy access	✓	✓	✓
Make informed business decisions with Performance Statistics	✓	✓	✓
Never miss a call with Divert on Busy/No Answer/Failover	✓	✓	✓
Time of Day/Day of Week Routing to suit your business hours	✓	✓	✓
Deal with weekends and bank holidays using Date Routing	X	✓	✓
Load balance your calls across teams or sites with Call Distribution	X	✓	✓
Tailor call routing according to your caller's number with Area Based Routing	X	✓	✓
Cope with your busy periods using scalable Call Queuing	X	X	✓
Provide callers with menu options for call routing using Auto Attendant (IVR) / Announcements	X	X	✓
Measure advertising ROI and productivity with Advanced Call Statistics	Optional	Optional	Optional
Use Call Recording for audit trails, compliance or training purposes	Optional	Optional	Optional
Pick up, share and archive Voicemail across your sites or teams	Optional	Optional	Optional
Personalise call answering according to inbound numbers with Call Whisper	Optional	Optional	Optional

InBound

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