



Inbound Call Director

Call Director queues calls to ensure clients never receive an engaged tone. The system offers online management providing you with complete control over your inbound calls. Call Director enables you to configure welcome and Virtual Receptionist announcements during service set-up*, so you can tailor the product to your specific business requirements. The product provides access to unlimited moves and changes via the web in real time, including the ability to change your:

- Time/Day of Week plan
- Virtual Receptionist targets and alternate numbers (for disaster recovery purposes)
- Call Queue size on each Virtual Receptionist option
- 'In Hours' the service is backed up by your own voicemail or Totem's Voicemail Service (Voicemail to Email or Audio Server)
- 'Out of Hours' voicemail delivery, to your own voicemail or the Totem's Voicemail to Email
- 'Out of Hours' target numbers and queue parameters. Additional modules: Call Record, Mid Call Transfer and Call Statistics.
- Choice of access numbers: 0800, 0845, 0870, 0871, 07xx, 09xx

The benefits

- Get your calls where you want them, when you need them.
- No costly hardware to procure, maintain and set up.
- Increased accessibility as you can provision your moves and changes wherever you have an internet connection
- Each potential customer is given a professional first impression of your organisation
- Choice of message retrieval. The message can be received as an email or accessed online via an Audio Server
- As a business, you can facilitate more calls, which could mean increased orders and increased revenue from call minutes**
- Your customer will never receive an engaged tone, thus enhancing customer experience.
- Whilst in a queue, they are reassured their call is being processed and will be answered soon.
- The ability to review the performance of your inbound services in real time, via the web
- Alarm notifications for call queuing via the web to enable you to proactively manage your resources

**Any announcements will need to be provided manually. ** If you use a non-geographic number which offers a rebate, e.g. 0870 National Rate*

How Does Call Director Work

- Customer configurable welcome announcement as a first point of contact
- Call routing based on day of week and time of day
- 'In Hours' a customer configurable, single layer, Virtual Receptionist with up to nine target options, each configurable for target numbers, music on hold, queuing, announcements and web based queuing alarm.
- Out of Hours' voicemail to email routing, out-of-hours announcement, call routing to out-of-hours target number.
- Optional Mid Call Transfer, (allowed to telephone numbers beginning 01, 02, 071 - 079 and 08)
- Optional Call Recording