



Outbound Call Services

Network Provisioning Services

G3NS will manage the provisioning process for you, providing a seamless transition and giving attention to any issues that may arise. For example, G3NS will arrange any documentation required to migrate your service from your existing provider and will ensure that you receive only G3NS bills following the transfer date. Having received your Network Service Agreement, G3NS will contact you to check your order details for any missing information.

An extensive list of line, network and messaging features and services provide enhanced performance facilities to prevent certain types of call, provide answering services and to share calls between people. Many of the services may be used together to provide greater flexibility. Some examples are shown below.

Billing & Management Information

By consolidating the management and billing of multiple sites, multiple services and multiple providers, G3NS provides a single point of contact and greatly reduced administration time for the customer.

Standard call reports include analysis of calls by cost, frequency and duration and are issued free of charge with your bill every calendar month. Availability of Extension and Departmental billing is subject to your carrier service and PBX specification and may require call-logging software to capture all CDR's. In addition, an 'eAlert' Service is available to provide emailed warnings of network misuse when calling behaviour exceeds pre-set thresholds.

Standard Call Analysis and Reports are also available through G3NS's WebaBILLity management information system. WebaBILLity provides daily updated data and the added capability to change User Admin and set up e-Alerts.

Technical Support

G3NS's national helpdesk service acts as a single point of contact for customers with technical issues such as telephone support, service ordering, fault reporting and network management. G3NS adopts a two-tier customer support system, moving the more complex problems from the helpdesk to an in-house technical support team, when necessary.

Your call to the G3NS Helpdesk will activate a range of support services that include:

- Telephone based technical assistance
- On-site remedial support
- Remote diagnostics and remediation
- Dedicated Helpdesk Technician with vast knowledge base
- Case Tracking System and service level monitoring.
- Contracted service level management

Account Management

Customer quality of service is at the heart of everything we do at G3NS. In turn, that means the quality of our account management team is vital to ensure a truly productive business partnership evolves. For this reason, it is our policy to employ people who are both technically competent and uncompromising in the quality of the service they provide.

Your Account Manager is a point of contact for any matter, technical or commercial. Your Account Manager will take ownership of any issues you have and will delegate tasks to G3NS specialists when necessary. With a wealth of knowledge on products and business communications strategy, your Account Manager is an asset to be 'used' for advice and guidance at any time.