

# MAKE SURE THE RIGHT PERSON ALWAYS ANSWERS YOUR CALLS

## Call handling

Avoid callers being misdirected to the wrong department. My advanced call handling system will ensure that your callers experience a neat, efficient and effective service when getting in touch.

If there aren't enough people available to answer the phone, my call queues competently manage incoming calls. Callers can hear music and comfort messaging to reassure them that their call will be answered as quickly as possible.

My hunt group function allows you to choose between either Ring All or Sequential methods to direct incoming calls to not only the most suitable team, but the right person within that team.

## Key benefits

- Easy management**  
 My state-of-the-art portal allows you to easily set up and manage new call groups. Add and remove users at the click of a button, prioritise users and manage your call flow with my interactive designer.
- Skills-based routing**  
 Route calls based on a user's individual skill set. Prioritise calls to more experienced users so that your customers will always receive the best support available.
- Custom messaging**  
 Upload your own music or sales messaging with my easy-to-use portal. Callers can hear custom comfort messaging to reassure them that their call will be answered as soon as possible.
- Time schedules**  
 Manage your business hours using my personalised scheduling engine. I can assign multiple schedules per group, allowing you to choose an alternative destination if your office is closed.
- Management statistics**  
 Monitor the performance of your agents with my detailed agent and queue statistics. Easily analyse data to see where negative patterns are emerging and where additional resource may be required.



Core



Collaboration



SIP



Security



Call centre



Integration



Call handling



Number management



Multi-site



Call recording