



TeleWare

## INBOUND CALL MANAGEMENT BY TELEWARE

Simple and flexible call routing to multiple destinations

- Dynamic call management solution offering seamless integration with existing telephony systems
- Timely and professional communication with customers at all times, including peak periods and 'out of hours'
- Rapid response to changing customer demands through simple online management interface



# INBOUND CALL MANAGEMENT

**TeleWare Inbound Call Management is a flexible and simple solution that delivers effective call routing, ensuring that the needs of individual callers can be met.**

As the solution integrates seamlessly with third party telephony systems this provides you with more options to bespoke your inbound call management.

This can help ensure customer experience is optimised even during peak service and 'out of hours' periods with the option to provide reassuring messaging and alternative contact options, including call-back, email and SMS.

## **How it Works**

Inbound Call Management by TeleWare enables users to construct a call flow scenario to suit their business needs using an intuitive 'point and click' Graphical User Interface (GUI).

The Teleware Inbound Call Management solution offers two options:

### **1. Auto Attendant**

A simple and effective solution for inbound call management that applies flexible call routing to a direct dial in (DDI) number, internal extension, Intelligent Number or Contact Centre User destinations.

Callers are also given the option to leave a message.

Automated welcome greetings and 'out of hours' messages can be applied quickly and easily.

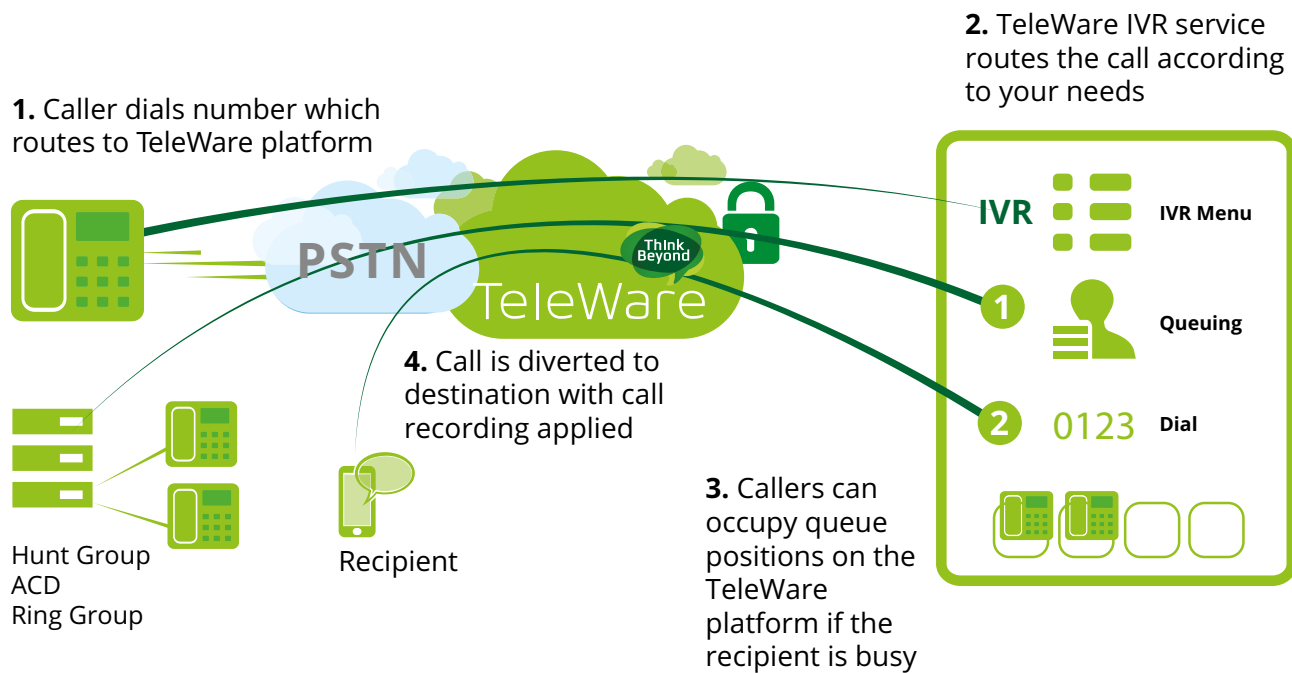
### **2. Interactive Voice Response**

The Interactive Voice Response (IVR) upgrade provides access to the building blocks for the creation of more complex call flows. IVR applications are easy to build, maintain and access, providing intelligent call handling solutions and flexibility.

Online management is made simple with real time web access, 'click to dial' phrase recording and integrated testing capabilities, enabling rapid response to changing customer demands.



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### TeleWare Inbound Call Management empowers organisations to be:

- ✓ **more professional**, by ensuring customer calls are seamlessly directed to the most appropriate destination. During peak and 'out of hours' periods, pre-recorded messages and alternative communication options can be used to aid customer retention and satisfaction.
- ✓ **more accessible**, providing additional ways for customers to communicate with your business.
- ✓ **more responsive**, with the flexibility to respond rapidly to changing customer and business demands using an intuitive online management interface.



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