



TeleWare

INTELLIGENT NUMBER BY TELEWARE

A unique number that can be accessed on any fixed or mobile device across the globe

- Virtual contact number gives increased accessibility
- Simple access - on any device, wherever you are
- Pre-defined location and behaviour settings to suit multiple scenarios, including homeworking and mobile calls
- Log in to multiple devices using Register Anywhere - keeping you in touch when your handset is lost, stolen or runs out of charge

INTELLIGENT NUMBER

Intelligent Number by TeleWare enables you to have one number that can be accessed on any fixed or mobile device across the globe.

This gives you the same functionality that you would enjoy in your office no matter where you are or whether you are using a fixed line or mobile device.

Unlike conventional 'follow me' call routing systems, Intelligent Number enables users to control and direct calls to their chosen device or location, increasing the chance of a customer call being answered first time.

Intelligent Number brings significant improvements to call handling for office-based staff, mobile workers, teleworkers and homeworkers, and for employees who work from multiple offices or require flexible hot desking facilities.

How it Works

Users on the move are able to quickly and easily register the location where they want to receive incoming calls using Intelligent Number.

This can be achieved through the telephone by responding to a simple sequence of voice prompts. Alternatively, users can use TeleWare's Web Assistant or Mobile Assistant web interfaces.

Call announcement and password controls can be used to restrict access to incoming calls to specific locations and devices, a function that is particularly useful to homeworkers.

Unavailable users are notified of a call via SMS, email or message wait indicator (where available). Callers are given the option to leave a message on the user's voicemail.

Users of the Intelligent Assistant feature from TeleWare can direct missed calls to alternative contacts, who are notified audibly who the original call was intended for.

TeleWare Intelligent Number empowers organisations to be:

- ✓ **more accessible**, by providing you with a single number that customers can use to reach you, wherever you are.
- ✓ **more professional**, with options to ensure that callers are always greeted in a business-like manner.
- ✓ **more flexible**, ensuring that customers receive the same level of service and professionalism wherever their calls are being answered.

To find out more about TeleWare Intelligent Number and other call handling solutions visit www.teleware.com

For further details please call +44 (0) 1845 526 830 or email thinkbeyond@teleware.com