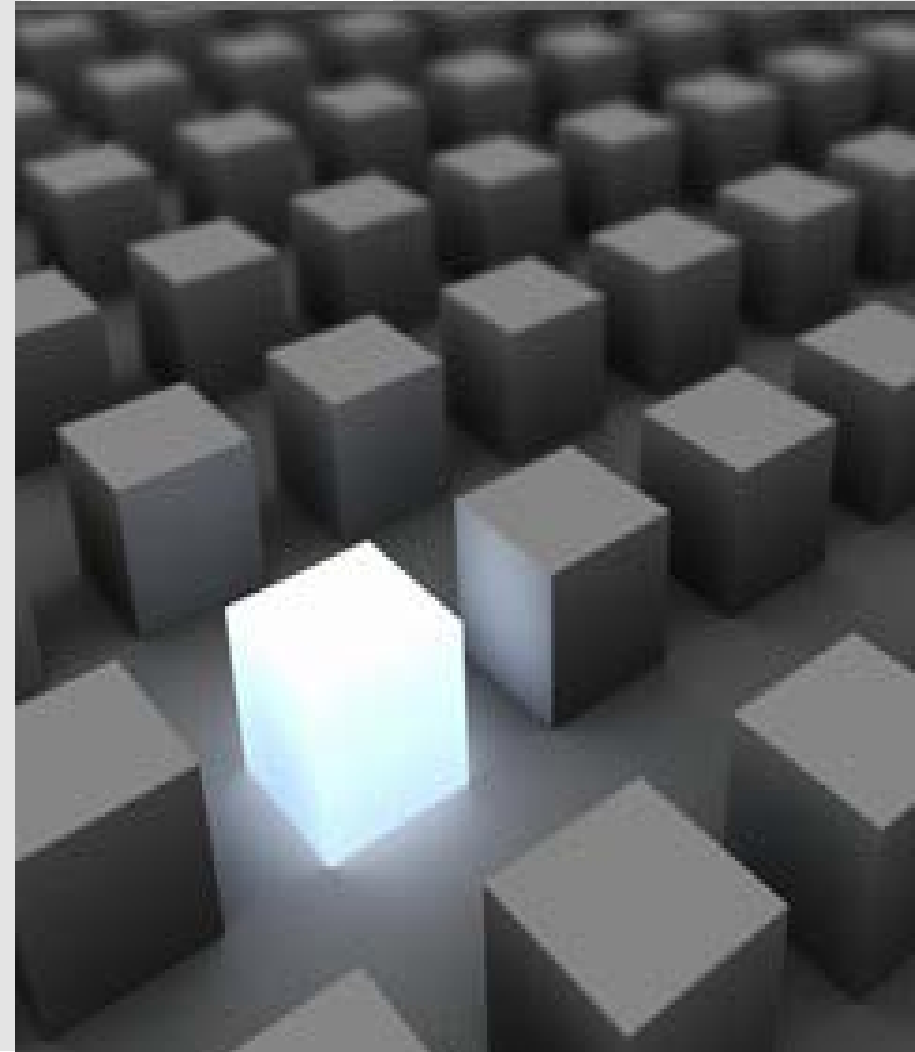


# Introduction to My Inbound



# My Inbound Can help you.....

- Deliver Any Number, Anytime from Anywhere
- Improve Contact Availability
- Manage your business more effectively
- Keep your business going

# Don't Lose ANY Calls

Potential EU problems	Questions to ask
Staff productivity levels	How do you monitor staff call handling productivity?
Customer service	How do you manage callers at peak times?
DR plan	What is your plan for business continuity in the event of a DR situation?
Managing/consolidating comms	How do you manage telephone lines when staff leave/premises move/closing offices/customer acquisitions?
Measuring Advertising ROI	How do you monitor response to advertising campaigns/Yellow Pages ad?

# How much Business would you lose?

Identifying requirements	Further Questions to ask
How do you monitor staff call handling productivity?	How much time/money do you think you could save
How do you manage callers at peak times?	How much business do you think you lose?
What is your plan for business continuity in the event of a DR situation?	When would lack of comms become business critical?
How do you manage telephone lines when staff leave/premises move/closing offices/customer acquisitions?	How much advertising spend has been allocated those numbers?
How do you monitor response to advertising campaigns/Yellow Pages ad?	What is your ROI?

# Features



**Area control**



**Call queue**



**Welcome message**



**Menu option**



**Date control**



**Distribution control**



**Day control**



**Time control**



**Divert**



**Voicemail to email**



**Announce**



**Destination**

# Features cont

- DAY CONTROL allows you to route calls depending on the day of the week
- TIME CONTROL allows you to route calls based on specified areas of time
- DESTINATION NODE will contain the termination number – i.e. the number the call will ring on
- DIVERT CONTROL allows you to redirect calls should the destination node be busy, there is no answer or there is a network problem

# Features cont

- DATE CONTROL allows calls to be diverted a certain way on pre-defined date ranges
- DISTRIBUTION CONTROL is used to distribute calls to different destinations, They can be distributed by percentage and then either randomly or in serial
- AREA CONTROL allows you to route calls dependent on their geographic prefix – for non defined areas the call will take a default route

# Features cont

- **IVR WELCOME MESSAGE** (Interactive Voice Response) will contain the announcement used for the IVR (also referred to as Auto Attendant). The menu options will then be defined below
- **MENU OPTION** are added below the IVR welcome message and act as the route for calls when a certain option is selected
- **CALL QUEUE** allows a queue to be created on the destination node. The queue will play music to the caller and the announcements can be set



# Features cont

- ANNOUNCEMENT NODE allows an announcement to be added to the call plan
- CALL RECORDING gives the option for incoming calls to be recorded- can be set for a percentage, all calls or calls on demand
- VOICEMAIL TO EMAIL allows you to terminate a call to voicemail which will then be emailed to a pre specified email address. Voicemails can also be accessed online through the Voicemail Management page

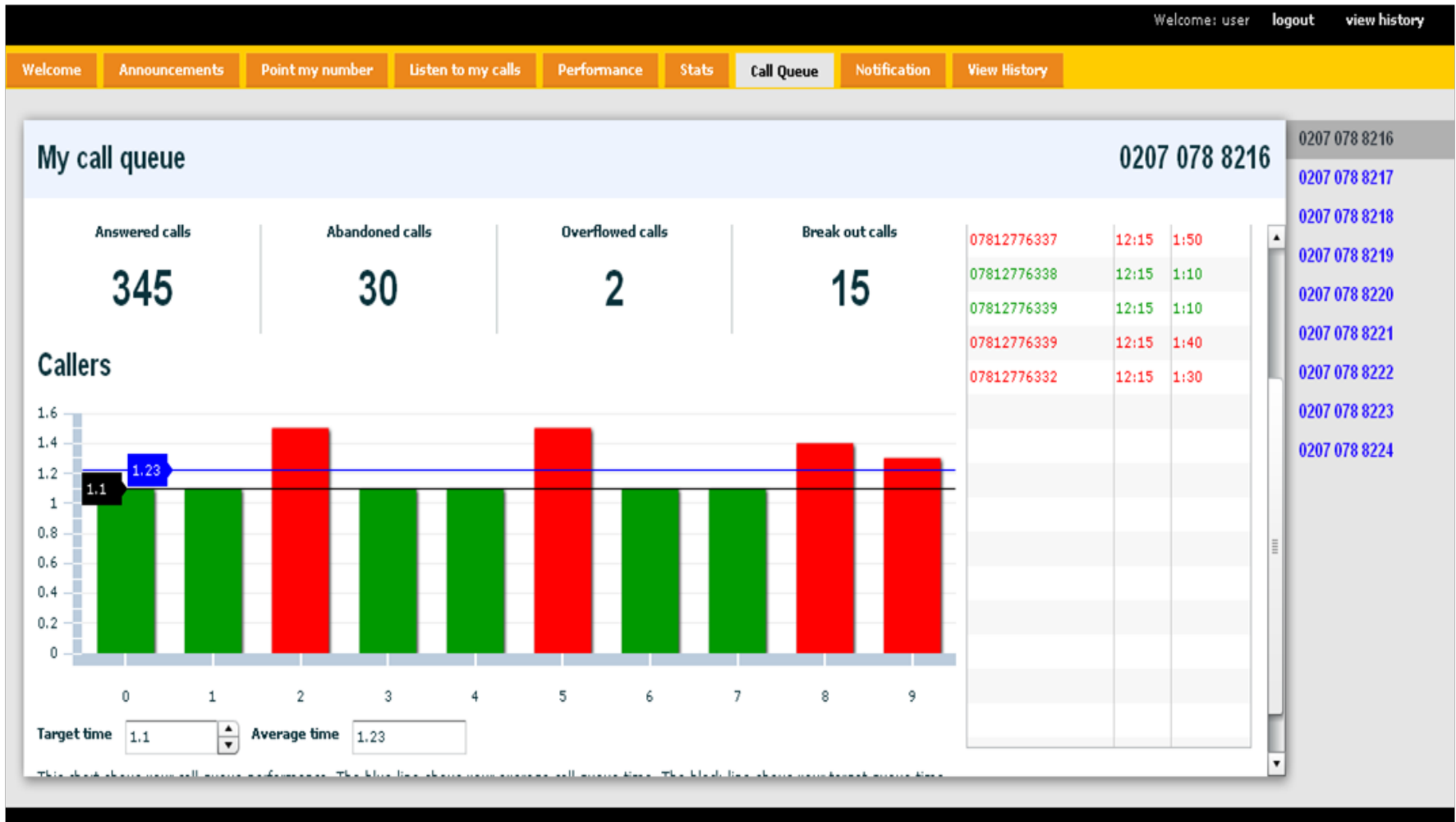
# Whisper

- The Network Whisper function allows a pre recorded message to be played to the termination number to announce where the call was routed from.
- For example if a customer calls a campaign number 0808 100 1000 it could announce “TV commercial” whereas if they were to call 0808 101 1000 it could announce “national press”.

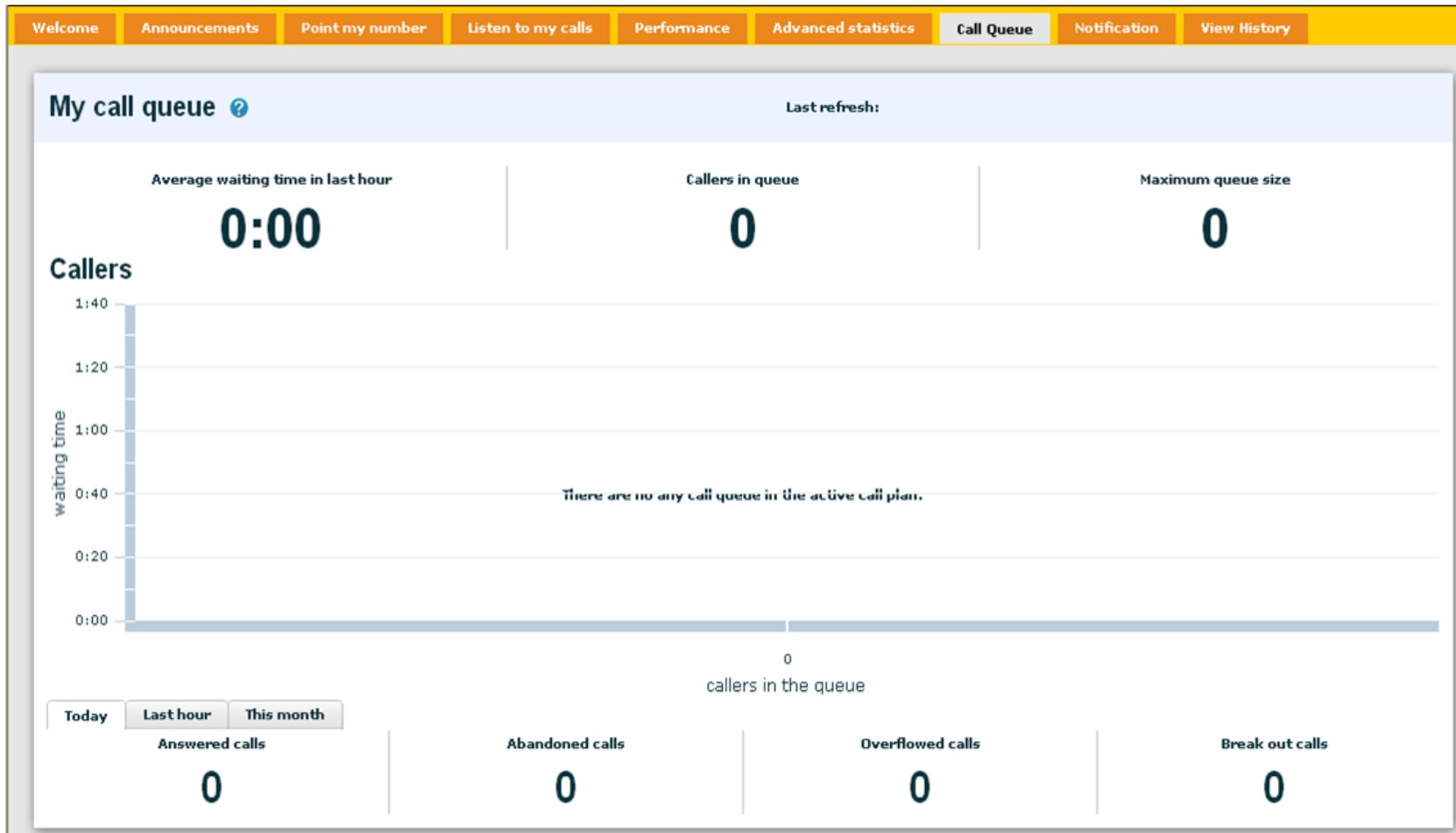
# Call Queue

- Available to users utilising call queuing feature
- Where there is an active call queue in place, this page will display key statistics relating to the call queue including abandoned/overflowed and queued calls
- Screen is refreshed every 3 seconds
- Ideal for wallboard projection in call centre

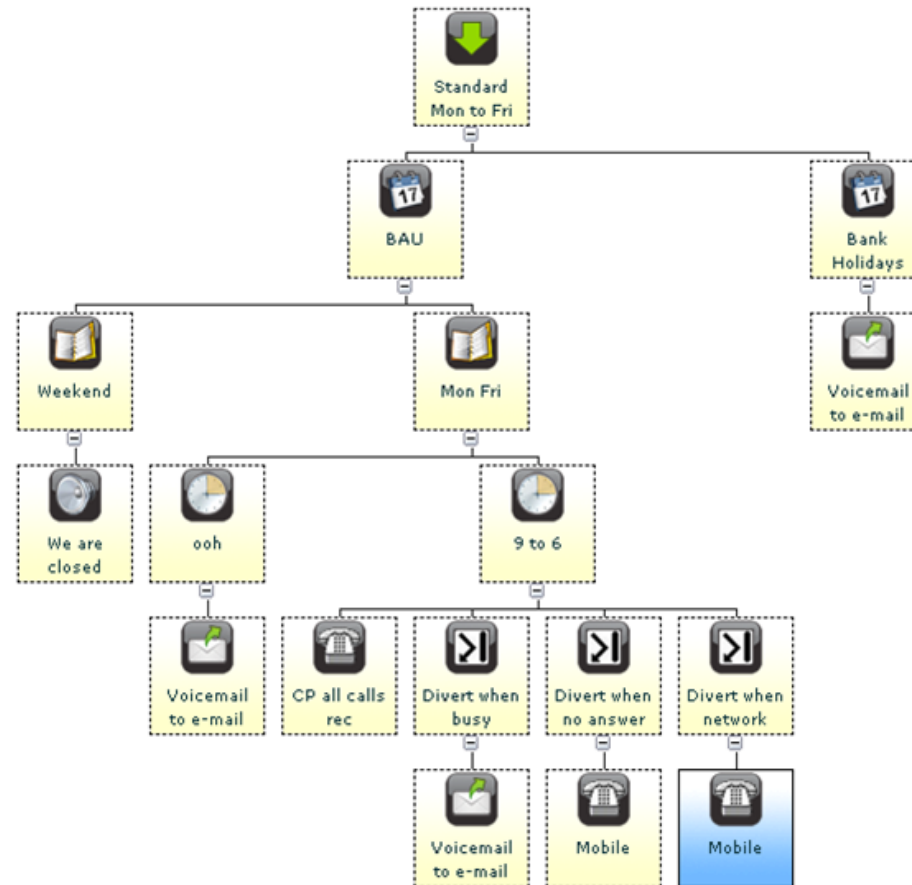
# Call Queue cont



# Call Queue cont



# Example



# Monitor your Calls

- This tab enables subscribed users to employ various search criteria to locate inbound calls which have been recorded according to the settings within Point my Number.
- Recordings can be played/deleted/downloaded.
- Can be stored online for a maximum of 6 months after which time they are automatically deleted – once deleted cannot be retrieved
- Storage is charged on a monthly basis for peak monthly storage

# Monitor your Performance





# Reach New Locations

- Local numbers maximise effectiveness and response
- Rolling campaign
- Downloadable call history to measure effectiveness

# Which Service is best for you?

Features	Contact Point	Contact Path	Contact Pro
Online NTS	✓	✓	✓
Divert on Busy/no Answer	✓	✓	✓
Automatic Failover	✓	✓	✓
Entry level statistics	✓	✓	✓
Time of Day/Day of Week Routing	✓	✓	✓
Date Routing	N/A	✓	✓
Call Distribution	N/A	✓	✓
Area Based Routing	N/A	✓	✓
<b>Call Queuing</b>	<b>N/A</b>	<b>N/A</b>	✓
<b>Auto Attendant</b>	<b>N/A</b>	<b>N/A</b>	✓
<b>Advanced Call Statistics</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>
<b>Call Recording</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>
<b>Voicemail (&amp; VM to Email)</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>
<b>Call Whisper</b>	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>
<b>Email alerts</b>	✓ (ContactPro)	✓	✓