

SERVICE OVERVIEW

INBOUND CALL MANAGEMENT & NON-GEOGRAPHIC NUMBERS

Redcentric offers a range of competitive Inbound services packages.

Now, more than ever, customers place huge value on the standard of service they receive when calling a contact centre, insurance broker, solicitor or other service provider. With competitive rates on non-geographical numbers (NGNs) such as 03XX, 0800, 0845, 0870 and 0871 and in-geographical numbers 01/02, as well as an easy-to-use online management portal from Redcentric, businesses large and small can improve brand perception by creating a national presence and taking full control of their call plans.

Redcentric's Inbound service is a Number Translation Service (NTS). Inbound non-geographic numbers are commonly used telephone number codes that are completely geographically independent of any area in the UK. These telephone numbers include 0800, 0870, 03XX, as well as a range of Premium Rate numbers.

Inbound call services provide a practical solution to enhance any businesses effectiveness and also enable organisations to create a national corporate presence, regardless of location.

Some numbers can also generate revenues for their owners, commonly referred to as 'revenue share'. With services including 0800 Freephone, 0844, 0845, 0870 and 0871 numbers, you can not only save with our competitive rates, but also generate an income via revenue share, turning a cost into a potential profit. Calls can be routed to any office or any individual, giving you control over how your business handles orders, enquiries, technical support or complaints.

With our competitive rates, organisations can increase savings as well as customer satisfaction – and even open up a new revenue stream. The service can also be used with in-geographic numbers 01/02. Both non-geographic and in-geographic numbers can either be ported in or we can provide some options from our available ranges.

INBOUND CALL MANAGEMENT PORTAL

Redcentric provides non-geographic numbers and in-geographic numbers, alongside our secure, self-service Inbound Call Management portal, allowing users to manage their call routing in real time.

By extending the command and control of the Inbound service Redcentric's Call Management portal provides

organisations with the flexibility to control how their end customers interact. By managing the way calls are received, businesses can make sure calls are not missed.

KEY BENEFITS

- Stay in control – Secure portal and smartphone app to control inbound call routing
- Improve customer loyalty and retention – A single point of contact into your business
- Improve customer satisfaction – Route inbound calls to the right dept/person
- Instant DR – Plan for the unexpected safe in the knowledge you can re-route inbound traffic in seconds.
- Generate more income – Providing sales information, technical advice, or other kinds of support via chargeable 0871 & 0844 numbers is an easy way to add a revenue stream to untapped areas of your business.
- A more flexible approach – change destination numbers and hunt groups at the touch of a button.



KEY FEATURES

Our Inbound Call Management service is comprised of four core products, Contact Point, Contact Path, Contact Pro and Business Continuity. Features for each of these products is details here:

Feature	Business Benefits	Contact			Business Continuity
		Point	Path	Pro	
Termination number	Redirect Inbound calls online – in-built business continuity and flexible working	y	y	y	y
Time / day of week routing	Schedule call routing in advance according to business hours and call handling preferences	y	y	y	y
Divert on busy / OOH / no answer	Maximise call handling potential and provide improved service to the caller	y	y	y	y
Snapshot Management Information Statistics (MIS)	View call handling performance at a glance and monitor Inbound call handling efficiencies	y	y	y	y
Email alert on missed call	Ensure you are pro-actively notified of any unanswered/engaged calls – ideal management tool for ensuring staff productivity and following up every sales lead	y	y	y	y
'One touch' business continuity	Pre-build designated business call plans for your number(s) with the ability to invoke /restore last active call plan instantly – immediate business continuity in the event of office evacuations	y	y	y	y
Date routing	Set up date-specific routing in advance – e.g. Bank Holidays	–	y	y	–
Area based routing	Route calls according to STD code /CLI of caller and process incoming calls differently according to who the caller is	–	y	y	–
Call distribution	Serial, hunt group and % based routing enables load balancing of calls across sites or teams of people	–	y	y	y
Call queuing	Queue incoming calls on a destination number to assist with call handling during peak busy periods. End user configurable announcements, breakout and overflow options. Live queue stats enable effective queue management	–	–	y	–
Announcement / interactive voice response (IVR)	Upload .mp3 / .wav file announcements to an Inbound call plan as a way of communicating with callers – use IVR to provide callers with call routing options and announcements to inform them of details such as opening hours and website address when the office is closed.	–	–	y	y
Voicemail	Demonstrate excellent customer service by providing callers with an option to leave a message when unavailable to take their call. Customise voicemail messages to prompt users to leave details for a call back.	Opt.	Opt.	Opt.	y
Smartphone app	The Business Continuity app enables you to choose call plans from your account and activate them	Opt.	Opt.	Opt.	y
Call whisper agent notification	Popular applications include: the ability for advertisers to businesses of leads they have generated for them or the provisioning of an announcement to be played to the call answering agent on call pick up which prompts them to answer the incoming call with the appropriate greeting thus providing a professional and personal impression to the caller	Opt.	Opt.	Opt.	Opt.
Call recording	Record inbound calls for compliance, customer service or audit purposes. Secure online access to file storage/retrieval and call details	Opt.	Opt.	Opt.	Opt.

WORLD-CLASS SUPPORT

We provide 24/7/365 support for our Inbound service. We'll assess your requirements, and propose the solution that best fits your organisation. The provisioning and porting teams will provide you the support you need to transition into the service. We'll provide users with access to the self-service portal and should you need it, provide you with web based, or hands on training to compliment the online videos to ensure you get the most from the service.

RELATED SERVICES

Redcentric offers a full complement of on-premise, managed and Cloud IT services. Our range of Cloud services includes VMware or Oracle-based IaaS, Microsoft SQL & Oracle DBaaS, DRaaS, Hosted Desktop (VDI) and Hosted Exchange, as well as Cloud Telephony and Unified Communications.