

NUMBER MANAGER PRODUCT OVERVIEW

Version 1.1

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Self-service for inbound communications

Inbound phone numbers have historically been difficult to manage, needing complex configuration that only your voice service provider could build. But Number Manager changes all this – giving you peace of mind and real-time control over your inbound communications.

Fits business of all sizes:

- Small and medium-sized businesses, looking to give a national presence or simply enhance their functionality with PBX capability hosted in the cloud.
- Large enterprise, looking to consolidate their New Zealand toll-free and Australian Smart Numbers inbound services into a self-service platform allowing them to integrate all their offices worldwide, or simply to add additional redundancy and control.

WHAT IS NUMBER MANAGER?

Number Manager is Telesmart's cloud-based call management solution.

Number Manager is our innovative call management portal, which puts you in complete control of your inbound communications.

Enjoy full control of your numbers with real-time reporting and the ability to change routing with the click of a button.

Number Manager gives you control over all aspects of your telephony requirements without the need to send a request for a change to be made. Which means that any changes can be implemented immediately.

Number Manager gives you access to a wide range of call control features to augment your existing phone system. Including: Disaster Recovery, Network-Level Call Queuing and Call Analytics.

Plus, we are constantly adding to and optimising the platform capabilities, ensuring that it can adapt with your business needs.

We can even customise the platform with your brand and corporate colours, making this a future-proof investment for your company.

Speak to Telesmart
Get started today

Number Manager: Overview

WHY TELESMAART FOR INBOUND COMMUNICATION?

Benefits



Large number inventory

We can port any existing New Zealand toll-free and Australian Smart Numbers you hold or supply brand new services. Our inventory includes 0800/0508 (New Zealand) and 1300/1800 (Australia).



Reduce costs

Bring all your toll-free services into Number Manager. Get the simplicity of a consolidated bill, eliminate unused lines and numbers, and slash call diversion charges.



Self-service control

Make updates whenever you need to. Number Manager empowers you to manage your numbers and call services in real-time through the web portal.



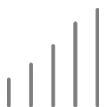
Build & customise call flows

From a simple 'phone with voicemail' to a complex multi-national contact centre. Our drag-and-drop interface means deploying new call flows is as intuitive as drawing on a whiteboard.



Disaster Recovery

Enhance resilience. In the occasion of a telecom outage or emergency, inbound calls can be forwarded on to other destinations at the click of a button.



Reporting & call analytics

Know when, where and how calls come into your business. Our platforms offer a wide variety of call activity reports, including live calls-in-queue information and scheduled email notifications.



Training & support

We offer full training and support from our experienced and dedicated Account Managers and Technical Support Teams.

Number Manager: Overview.

INCLUDED FEATURES

Call Queuing

In order to retain callers and reduce their frustration when lines are busy, a Call Queue can be used.

Calls are queued within the carrier network rather than on your phone system and lines, meaning that you don't need expensive surplus lines on-site to handle call volumes that only occur during peak periods. With network Call Queueing you have unlimited capacity.

Call Recording

Like all services, Call Recording is a cloud-based feature that can be activated instantly on any inbound calls received through a customer's toll-free number on the platform, without any hardware installation.

Fully scalable to any size organisation, recordings can either be downloaded or delivered by email or FTP. Call Recording is available on all inbound numbers.

IVR - Auto Attendant

This service adds an automated menu system to your number (press 1 for Sales, 2 for Customer Support etc.).

Area Based Routing

This service enables you to route calls to specific destinations dependent upon the geographical origin of the caller, (including both landline and mobile callers). You can easily set up a simple state-based area call plan in minutes or even manage a more complex exchange based or postcode based call routing system easily and quickly.

Conference Service

The conference service enables users to build a call conference in seconds, with customised audio announcements. Multiple Local (02,03,07,08) or International numbers can be pointed to the same conference to make the cost a local call to all participants, regardless of where they are calling from. Conference calls can also be call recorded.

Disaster Recovery

In the event of an emergency, Disaster Recovery can be used to divert all calls to an alternative line or call plan, quickly and easily online.

Online Call Statistics

An essential service for maintenance, monitoring and training purposes, Online Call Statistics provide invaluable information detailing everything needed for the efficient management of your inbound traffic. Scheduled reports can be sent by email at daily, weekly or monthly intervals. CSVs may also be downloaded.

Time & Day

This service allows you to route incoming calls to different destination numbers or call plans at different times of the day, or days of the week.

Voicemail / Out of Hours / Missed Call Alerts

This service asks the customer to leave a message during predetermined times or when your office is closed. If a line is busy / engaged, a Missed Call alert can be used to notify a manager (by email).

Pre-connection Greeting / Whisper

A Pre-connection Greeting is a short recording which is played to the customer upon connection. It can be used to simply greet the customer or to give important information.

A Whisper can be used to notify the call recipient of the call's origin. For example, you might advertise three numbers for different products, routing to a single line.

Number Manager: Overview

Hunt Group

A Hunt Group can cycle a call through all available lines until someone picks up (and can be set to cycle through different destination numbers at different times of day).

Multi-Call - 'Ring all at once'

Another option within a Hunt Group, this service allows up to seven different destination numbers (landline or mobile) to ring at the same time until the call is answered.

This is a cloud-based service offering phone system-like functionality over a wide area, so is not restricted to a single location, as in a phone system.

Ratio Call Plan

An option within a Hunt Group, incoming calls can be routed to a pre-defined list of locations on a percentage share basis, allowing for call distribution to be weighted across multiple sites.

Display Number

This service displays either a caller's number or the number the caller dialed. This is especially useful if you have multiple numbers routing to a single destination.

Date Exceptions

This feature enables you to divert calls to audio, voicemail or another destination on specific dates, e.g. public holidays.

Caller Exceptions

This feature enables you to route calls differently according to the specific numbers of callers (e.g. VIP or problem callers).

Callers can be assigned to groups and each group handled according to your desired call flows.

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