08UK
Communicating Interactive Solutions
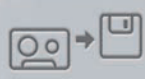
Call Handling Features

Call Queuing
Play caller music/marketing messages, set max in queue or waiting time.

Call Recording
Stores all calls in robust cloud. Use or delete space as required.

Area Geographical
Town/Local area routing - route calls based on CLI or county and town.

Postcode Routing
Route calls based on postcode Area/Postcode territory E.G SK1.

Cloud Voicemail
Individual or departmental Stored in Tier1 robust cloud.

White Listings
Important caller telephone numbers prioritised.

Detailed Statistics
Managed ROI with instant or emailed stats or see live calls.

Skill Based Routing
Route inbound calls depending on skills of agent & department.

Fax to Email/PDF
Convert faxes to a .pdf which is then sent to your email.

Day / Date Routing
Control the routing of your numbers automatically to suit your schedule.

Black Listings
Manage or prioritize some calls, stop unwanted / repeat calls.

Satisfaction Survey
Intergrate post call customer satisfaction surveys into existing callplans.

Automated Card Payment
Secure automated computerised mid call payment system.

Social Media Integration
Monitor keywords and customers accross chat and social media channels.

Live Wallboards (VOC)
Customer scores delivered to live (Voice of Customer) wallboards. Track scores and review CSAT metrics.

Smart Call Handling App
Change destination or apply continuity plan via a smart device.

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