

## Inbound Starter

The ideal way to start to manage your inbound calls



This is our entry level call plan designed for companies that want to start using an inbound service to handle their calls more effectively.

### What features are available?

The service will do several things for your inbound calls -

- It will try to connect an incoming call to up to four different numbers.
- If you can't or don't answer the call, then it will take a voicemail for you.
- Allow you to manage where your calls go to over the phone or over the internet.
- Let you change your routing options as often as you like.

- Record your own personalised voicemail greeting.
- Easily upgrade to a different service when your business needs to.

### How does Inbound Starter work?

You will never miss an important call again!

The Inbound Starter package works by giving you access to control your inbound calls via either our web browser, or over the phone.

This gives you a flexible service that you can change as you need to, allowing you to ensure that calls reach you wherever you are. You will never miss an important call again!

When you are not available your callers will be able to leave you a voicemail, which you can then listen to and if you wish save it for as long as you want.

Our voicemail boxes have no limits on either the number of voicemails they can receive, or the length of time they can be saved for.

You can either listen to your voicemails over the phone, online via our web browser or have them emailed to you.

You can access our online call statistics and reporting suite via your web browser to run reports to see how many people have called you, who hung up before talking to you as well as which one of your numbers answers the most calls.

## What benefits do I get from Inbound Starter?

- Very low cost to set up.
- Very quick set up, within 48 hours of receiving your order form and direct debit your service will be set up.
- No hardware needed so no maintenance costs or risk of equipment failure.
- Very flexible service that you can change to fit your needs when you need it to.
- Choice of geographic numbers as well as 0800, 0845, 0844, 0870 & 0871 numbers.
- All our 08xx numbers are fully compliant with the upcoming Ofcom Numbering Changes.
- If you take an 0800 number for this service, then you get £10 of free 0800 calls every month!

## What exactly is included with Inbound Starter?

- Free access to our real time call statistics reporting suite.
- Free of charge access to our website to update your call plan whenever you need.
- Up to four destinations for your calls to be sent to.
- Voicemail box with unlimited message storage limit.
- Wide choice of numbers for people to contact you on.
- Receive rebates on numbers that generate revenue.
- Ability to change your call plan over the phone if you are away from a computer.
- A recording node to allow you to record your own voicemail greeting over the phone.

## Other Inbound Solutions

We also have a variety of other solutions available, including

- *Call Starter,*
- *Net Manager,*
- *Queue Director*
- *Call Recorder*
- *Bespoke call plans are also available.*

To find out more please contact your account manager or call 0844 568 00 00.

Alternatively visit our website at

[www.intouchadvance.co.uk](http://www.intouchadvance.co.uk)



**Intouch Advance aim to establish a programme of continuous cost reduction and improved efficiency of Telecommunications Services, whilst setting new standards in customer care and introducing industry leading converged solutions**