

Queue Director

Auto attendant functionality with Call Queuing and Call Statistics



The Intouch Advance Queue Director service is an innovative call plan that allows companies to access our market leading inbound services technology in a simple yet professional manner.

It gives you access to standard and bespoke adaptable call plan solutions and is ideal for any organisation that wants to give improved service.

What features are available?

The service will do several things for your inbound calls -

- Use up to four different time periods to ensure calls are routed correctly at all times.
- Use of our auto attendant platform with a maximum of 9 options, e.g. Press 1 for Sales, Press 2 for Billing etc
- Give you access to our call queuing facility to ensure that calls are queued when all staff are unavailable. No more engaged tones for your callers!

- Voicemail service for calls received out of hours and for when people simply want to leave a message rather than wait to speak to you during the day.
- Manage your call plan online via our website.
- Let you change your routing options as often as you like.
- Record your own personalised voicemail greeting.
- Access to our live online statistics package to run customised reports on calls received.

How does Queue Director work?

The Queue Director service works by ensuring your callers never hear an engaged tone when they call you.

It allows you to completely take control of how people contact you not only during business hours but out of hours too.

Callers will hear a welcome message and be given the option of who they wish to speak to, if the option they select is busy then they will be held in a queue until that person becomes available.

Whilst queuing they will hear a customised queuing message which also gives them the option of leaving a voicemail if they do not wish to hold on further.

What benefits do I get from Queue Director?

- Very quick set up, usually within one week of receiving your order form.
- 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 audio announcements are recorded by a professional artist in a recording studio to give the best impression possible of your company to the caller.

What exactly is included with Queue Director?

- 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.
- A time of day / day of week time plan giving your four different paths to route calls. E.g. Normal hours, lunchtime, evening and weekend.
- Up to nine option auto attendant to help direct callers to the most appropriate place for their call.
- Network call queuing to ensure callers do not get an engaged tone.
- Standard network queuing messages to keep your caller informed.
- Voicemail box with unlimited message storage limit.
- Wide choice of numbers for people to contact you on.
- A recording node to allow you to record your own voicemail greeting.

Other Inbound Solutions

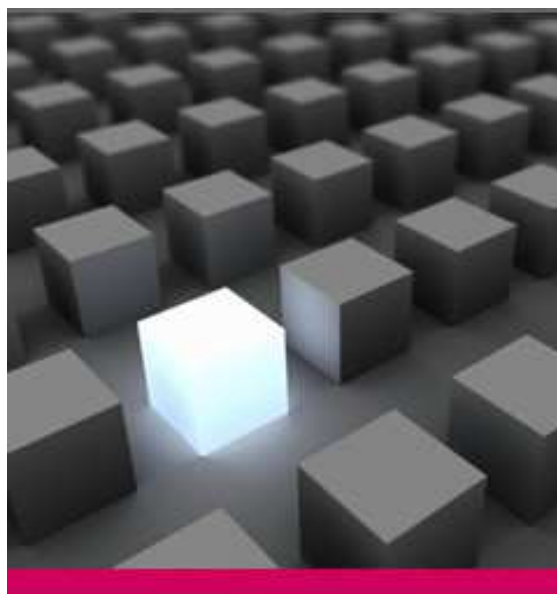
We also have a variety of other solutions available, including

- *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



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