

DR Planner - Giving you peace of mind in case of a disaster.



In the event of a disaster either large or small, the loss of incoming telephone calls can be damaging to your business. Intouch Advance's DR Planner provides a solution that enables you to continue to trade when your usual means of inbound telephone contact has been lost.

Often incoming calls are disregarded at such times which can lead to not only a loss of business, but also a poor experience for callers when they are trying to contact you.

What features are available?

The service will do several things for your inbound calls in the event of a disaster -

- Provide five different routing plans to cover various stages of a disaster (e.g. immediate, next day, following week, following month).
- A standard routing plan can be used for normal incoming calls, using our wide range of inbound call handling nodes.
- Use of our Switchboard node to seamlessly route calls through to the correct person or department.

- Calls received by a receptionist are secretly introduced to the receptionist via a whisper announcement.
- Call queuing provided for up to 30 callers as standard, with options to increase call queuing capacity to either 50 or 99 callers.
- A separate 0845 number is provided to allow dial in access to change which routing plan is being used.
- Auto attendant functionality to sit behind each routing plan to further aid the swift and seamless routing of calls across different sites and/or people.

How does DR Planner work?

DR Planner works by ensuring that in the event of a scenario where you have either partial or full loss of access to your office space due to a disaster, you still maintain full control of all the calls that your business receives.

When such a disaster occurs it is vital that where possible that you still be able to handle incoming calls and therefore minimise any further losses your business might suffer as a result of the disaster.

The DR Planner allows you to change the management and routing of your inbound calls in a controlled manner by phone or internet connection. This ensures that you continue to deliver the best possible service to your callers, matched against the numbers of staff you have available in their redeployed locations.

What benefits do I get from DR Planner?

- Quick set up time, typically 5 to 10 days from point of order.
- Different routing plans to cover different scenarios, controllable by either phone or access via our secure website.
- Allows you to show that you mean to keep open for business at all times.
- Shows that you qualify for new business from Local Authorities (and other Pt1 responders, Civil Contingencies Act, 2004).
- The option to also use Intouch Advance Inbound services for your day to day inbound calls.

What exactly is included with DR Planner?

- Free access to our real time call statistics reporting suite.
- A five tiered call plan that can be changed via phone or web interface.
- Audio messages recorded in a recording studio by our professional voice artist.
- Time of day routing node to manage out of hours calls.
- Switchboard node to ensure DDI calls are routed to the correct person or department.
- Auto attendant functionality to further distribute calls.
- Whisper announce service to pre warn receptionist of caller.

- Network based call queuing to alleviate requirement for unnecessary capacity at other sites.
- A staff freephone number that can be used to provide ad-hoc updates to staff regarding the situation, remotely updateable via telephone with new messages.
- Access to our expertise in disaster recovery to help you ensure that your organisations disaster recovery planning adequately covers inbound calls.
- Possible reductions in your business insurance premiums.

Other Inbound Solutions

We also have a variety of other solutions available, including:

- Call Starter,
- Inbound Starter,
- Net Manager,
- Queue Director
- Call Recorder
- Bespoke call plans.

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

Alternatively visit our website at

www.intouchadvance.co.uk

