



Hosted IVR

Sophisticated incoming call management solutions for individuals, start-ups and small to medium size businesses

Incoming calls are crucial to your business so you can't afford to have calls unanswered, cut off or directed to the wrong person. Today's consumers have very high expectations of customer service and want to be able to reach the right person with the minimum of delay.

Call Management solutions can help you efficiently and cost effectively manage all your incoming calls with features including call divert, adding a welcome message, virtual receptionist and call queuing to ensure that the calls are routed to the right person or department every single time. Our solutions are set up and managed online so you won't need to install or manage any expensive hardware or software. Put "control" back into your business!

Features

- Call Hunt Group - Set your number to try multiple locations (i.e. office, then mobile, then home)
- Virtual Switchboard - For organisations with various departments or offices. Callers can choose an option and get straight through the right place
- Time of day Transfer - Time & Day transfer. Each day can have separate start and finish times (e.g. Mon-Fri – 9am-5pm / Sat-Sun 10am-4pm)
- Call Queue - Call Queue service allows you to queue your callers without any expensive in-house equipment
- Mid Call Transfer - This feature frees up your phone lines and allows you to transfer a call between offices or departments
- Ratio Distribution - Allows you to distribute call volumes based on percentage splits. For example, 25% of calls to one location & 75% to another based on staffing levels.
- CLI Routing - Route a call based on a caller's CLI (telephone number) or telephone keypad input, use default or customised audio to collect digits using telephone keypad, configure the match type based on either most matching digits or exact.

Benefits of a hosted IVR setup:

- Cheap setup & monthly cost.
- No expensive hardware or software infrastructure such as an in-house IVR system
- A bespoke solution, configured to your individual requirements
- Promote a professional image of your company
- Increased productivity and profitability
- No restricted business hours - lines are open 24/7
- No on-site maintenance and support costs
- No programming or integration required
- Choice of where the call is delivered: our payment platform, call centre, direct to your office or home or to an email-to voicemail box
- Payment collection details can be sent in real-time, safely and securely
- Access to daily call reports

If your business already has an IVR, our systems can enhance your current setup and offer a more bespoke tailored solution to meets your individual requirements.

Call us today on 0330 3338444 or send an email via our contact us page

Our team will find the best cost effective solution for you.