

Non-Geographic Numbers

Number Routing

Britannic Technologies have a selection of portals and services that can be utilised with non geographic call routing. These inbound portals are a telephony service for both geographic and non-geographic numbers that provide online access to a full range of call routing, monitoring and managing tools to empower any business with the perfect customer service.

Benefits

- No capital outlay
- Set up in minutes
- Maximum operational flexibility
- Simple to use
- Increased productivity

Portal Access

Access to each of three inbound portals can be upgraded or downgraded easily, dependent on business requirements. Inbound calls can be routed to mobiles (additional charges will be incurred, dependent on the type of inbound number and mobile operator).

Portal Types

- Contact Point - a basic portal with three call routing functions
- Contact Path - an intermediate level portal with and six call routing functions
- Contact Pro - an advanced call portal with many complex call routing functions.

Standard Features

Change Notifications: To enable you to keep track of when changes are made to the portal, you can select which notifications you would like to receive. When a registered user makes a change to the status of a call routing plan or call recording notification emails will be sent to the selected recipients.

Event History: The Event History menu demonstrates all of the changes that have been made on the portal and by whom. Filters can be set to provide specific results. The detailed information can be viewed online or downloaded.

Email Notifications: The Inbound portal can inform you of when calls are unanswered or route to a busy number. This is a useful tool as it will allow you to see the effectiveness of your routing plan, possibly signalling whether a divert or more operators are required.



Performance statistics

Statistics available for inbound calls show where your callers are located, call trends for the last six months, how many calls route successfully and your busy hours. Filters can be placed to show details of call performance and trends against specific numbers or all numbers on your portal.

Feature Availability

The following product matrix shows which features come with each variant of our inbound services. In addition, a range of optional features can be bolted onto the Inbound Contact Point, Path and Pro products, including advanced real time call statistics, call recording, voicemail and call whisper.

Feature	Contact Point	Contact Path	Contact Pro
View My Performance	✓	✓	✓
Divert Control Routing	✓	✓	✓
Day Control Routing	✓	✓	✓
Time Control Routing	✓	✓	✓
Date Control Routing	✗	✓	✓
Distribution Control Routing	✗	✓	✓
Area Control Routing	✗	✓	✓
Call Queuing	✗	✗	✓
Auto Attendant (IVR)/ Announcements	✗	✗	✓
Advanced Call Statistics	Optional	Optional	Optional
Call Recording	Optional	Optional	Optional
Voicemail	Optional	Optional	Optional
Call Whisper	Optional	Optional	Optional

Contact Point

Contact point is the basic inbound call routing portal. This allows basic number translations (e.g. 0800XXX to 012345XXXX), as well as:

- Day Control – set routing for specific days of the week
- Time Control – set routing for specific times of the day
- Divert Control – set automatic routing to a failover number if the inbound call is not answered, receives an engaged tone or if the destination node is busy

Contact Path

Contact point is the intermediate inbound call routing portal. As well as including all of the routing tools of Contact Point, Contact Path enables the user to set these additional routing functions:

- Date Control – set routing for specific days of the year, useful for bank holiday routing
- Distribution Control – set a percentage of calls to go to one number, another percentage to go to a second number, etc
- Area Control – routes calls from certain geographic ranges to specific numbers. For instance, you could route calls from London CLIs to one destination, calls from Edinburgh CLIs to another, etc.

Contact Pro

Contact Pro enables users to create intelligent call routing plans. Contact Pro provides you with all of the features of Contact Point and Contact Path, as well as these additional routing functions:

- Call Queuing - place your callers in a queue, essential to prevent loss of business if you experience heavy call volumes
- Auto Attendant (IVR) / Announcements - use announcements and dial-to option menus to route callers to the right departments

Additional/Optional Features

Advanced Statistics - Contain itemised details of all inbound calls received, updated almost in real time

Call Recording - Simple to set which calls are to be recorded, on any destination node on a routing plan

Call Whisper - Play a pre-recorded message to the recipient before routing the call to the end user, based on the CLI of the caller

Voicemail - Customise voicemail messages to prompt users to leave details for a call back.