



VOICE SERVICES

| LINES AND CALLS

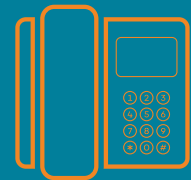
| ISDN30

| BUSINESS NUMBERS

| INBOUND SOLUTIONS

| SIP TRUNK SERVICES

# INBOUND SOLUTIONS



## Customised Call Features

**Increase your capacity to field and manage calls with the easy switchover to an Inbound Solution. Flexible, scalable and with a host of options that can be tailored to suit any size of business and offer selfserve functionality.**

**With no hidden costs and free-of-charge portal, Inbound Solutions represent a future-proof investment with limitless scope for growth.**

## How will Inbound Solutions benefit your Business ?

### *Made to measure value*

Our solutions are customised with a view to streamlining costs by optimising call management efficiency. Industry-leading, adaptive interactive voice response facilities reduce costs and improve quality and continuity. By allowing you to re-route and queue calls, without the need for human intervention, the caller spends less time being connected and you save money on personnel.

### *No extra overheads*

There is no need for up-front investment in either equipment or infrastructure. No equipment is kept on site, so there are none of the overheads usually associated with power provision, storage or maintenance of Inbound Solutions. You still remain in control via our online service which gives access to statistical call information and a range of provisioning and reporting tools.

### *Ideal For*

- Businesses with high call volumes.
- From small businesses to major corporations.
- Companies looking to streamline/manage call costs.
- Companies looking to enhance the caller experience.

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*They are professional,  
personable and  
always strive to offer  
great support.*

Local View Ltd



#### ***We've got it covered***

Our clear, transparent pricing structure will help manage your telecoms budget more effectively and highlights potential savings. Our portal allows anyone within your organisation the flexibility to manage your inbound account.

#### ***Comprehensive features***

Routing options with dynamic functionality allow you to manage your call flow effectively. With an extensive selection of features and functions, our experts will help with the build of any call flow and configuration.

#### ***Guaranteed resilience and reliability***

We absolutely guarantee resilience and reliability in the routing of all calls to ensure that uptime is maintained and business critical services are kept running. Even in the event of a switch failure continuity will be achieved. This is due to our distributed architecture making sure there is no single point of failure, as traffic will automatically be re-routed under fault conditions.

#### ***Why us?***

- Our mission is to deliver reliable and innovative solutions that meet your needs.
- Our pedigree assures that we will consistently go above & beyond to meet these needs. It's in our culture & our people are totally committed to it.
- We are a performance benchmark and a trusted brand in the business community.
- Our people are inspired to continuously improve their knowledge, skills and performance to deliver great service.
- We will deliver this service by behaving and operating with integrity in our customer relationships, in a warm professional manner.

## GET IN TOUCH...

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