

What is Intelligent Call Routing?

Put simply, we can configure your call handling as per your specific requirements, providing a hunt group and queuing facility as well as forwarding to either voicemail or our Virtual Reception answer service. Additionally you may wish calls to be diverted to say your mobile when you're not in your office at home.

Example routing for an incoming call to a local (01202) number:

Customer dials 01202 58 65 65, this forwards to the 'ACME Engineering' Hunt Group

Our system then rings users/members of 'ACME Engineering' Hunt Group in the following order during business hours:

- 1 > Lindsay_Mobile
- 2 > Brenda
- 3 > Bob_Home
- 4 > James_Mobile
- 5 > James_Home
- 6 > Virtual Reception

If the first number is busy then the system automatically calls the next number, if the 2nd number is busy then it dials the 3rd and so on. One of the 'users' in the list could be our 'Virtual Reception' service as shown above, or you could let the caller go through to voicemail (however this is not the default setting). If all users (numbers) are busy then the caller is placed in a queue and will hear the 'you are held in a queue' message (we can of course provide a custom queue message) - the caller can also be given the option to transfer to voicemail if they don't wish to stay on the line. Callers can also be given the option to transfer to 'Virtual Reception' rather than voicemail or wait in the queue. The system will keep trying to call the 'users' numbers until either they answer or the queue hold time period* expires and they are passed to the assigned voice mailbox.

* Queue hold time: user defined period for callers to stay in the queue

If the caller dialled the 'ACME Engineering' Hunt Group outside business hours, then a different list of users/numbers could be used:

- 1 > Lindsay_Mobile
- 2 > James_Mobile
- 3 > James_Home

Using Caller Line Identification (CLI) the call that is forwarded displays that it is originating from your designated Hunt Group enabling members of the 'ACME Engineering' Hunt Group to answer the phone appropriately.

The Virtual Office Plus and Business packages provide for two 01202 telephone numbers, it is your choice if you would like to use these for say a main telephone for 'Sales' and perhaps the other for 'Customer Service', alternatively one of your numbers you may wish to use for fax. In this instance, this can be forwarded to our own fax system and then sent to you with your post or emailed to you as an attachment.

Calls can be forwarded (routed) to fixed landline numbers and mobile numbers, whether in the UK or overseas. The inclusive call plan relates to UK fixed line numbers only, routing to any other number will reduce the number of minutes at a higher rate.

Essentially our facilities and systems are flexible - so if you have a particular configuration or way that you want to operate your business, then just give us a call to discuss your specific requirements.

