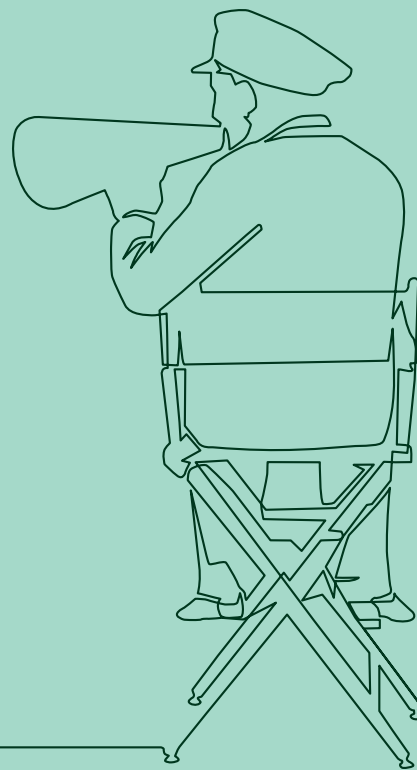


Call Director More comprehensive than Call Planner or Call Manager, this leading edge call handling package queues calls in the Totem network to ensure clients never receive an engaged tone.



t+tem

dedicated to
inbound

Call Director

Improve customer experience with a flexible call plan which you control via the web.

How does Call Director work?

Call Director offers online management providing you with complete control over your inbound calls.

Call Director enables you to configure welcome and Virtual Receptionist announcements during service set-up*, so you can tailor the product to your specific business requirements.

The product provides access to unlimited moves and changes via the web in real time, including the ability to change your:

- > Time/Day of Week plan
- > Virtual Receptionist targets and alternate numbers (for disaster recovery purposes)
- > Call Queue size on each Virtual Receptionist option
- > 'In Hours' the service is backed up by your own voicemail or Totem's Voicemail Service (Voicemail to Email or Audio Server)
- > 'Out of Hours' voicemail delivery, to your own voicemail or the Totem's Voicemail to Email
- > 'Out of Hours' target numbers and queue parameters

For a fee, additional modules can be included. These are Call Record, Mid Call Transfer and Vision, Totem's Call Statistics package.

> Choice of Totem access numbers:

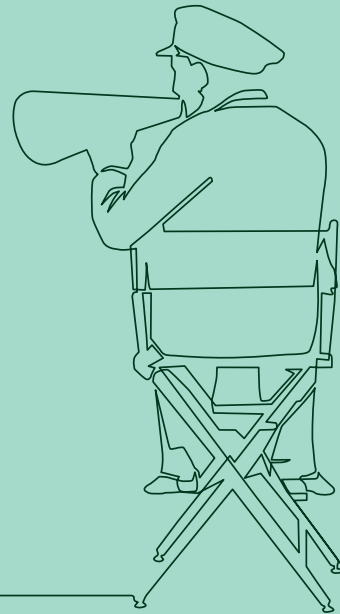
- 0800 Freephone
- 0845 Local Rate
- 0870 National Rate
- 0871 Special Rate
- 07 Personal Numbers
- 09 Premium Rate Numbers

The benefits

- > Get your calls where you want them, when you need them!
- > Minimal set-up cost which means a rapid return on investment
- > No costly hardware to procure and maintain
- > Increased accessibility as you can provision your moves and changes wherever you have an internet connection
- > Each potential customer is given a professional first impression of your organisation
- > Choice of message retrieval. The message can be received as an email or accessed online via Totem's Audio Server
- > As a business, you can facilitate more calls, which could mean increased orders and increased revenue from call minutes**
- > Your customer will never receive an engaged tone, thus enhancing customer experience
- > Whilst in a queue, they are reassured their call is being processed and will be answered as soon as the next available agent is free
- > The ability to review the performance of your inbound services in real time, via the web
- > Alarm notifications for call queuing via the web to enable you to proactively manage your resources

* Any announcements will need to be provided manually

** If you use a non-geographic number which offers a rebate, e.g. 0870 National Rate



How does Call Director work in more detail:

- > Customer configurable welcome announcement as a first point of contact
- > Call routing based on day of week and time of day
- > 'In Hours' a customer configurable, single layer, Virtual Receptionist with up to nine target options. Each option has:
 - > A customer configurable geographic target number
 - > A customer configurable announcement during the service set-up
 - > A customer configurable call queue facility (between 1 and 100 calls can be queued)
 - > 'Music on Hold' for queued calls combined with two fixed apology announcements:
 1. For the next call to be answered in the queue, replayed every 20 seconds
 2. For calls in the queue at position two or above, replayed every 40 seconds
 - > Customer configurable Web based call queue alarm notification:
 - > When call queue exceeds configured time
 - > When call queue exceeds queue length
 - > An alternate target number as back up for the main target number
 - > A customer configurable busy announcement for calls greater than the maximum queue length, followed by the facility to leave a voicemail to your preferred option
- > 'Out of Hours' the following options are available:
 - > Routing to customers own voicemail facility
 - > A customer configurable 'Out of Hours' announcement backed up with the Totem Voicemail to Email facility
 - > The ability to route and queue calls to an 'Out of Hours' target number
- > Optional Mid Call Transfer, (allowed to telephone numbers beginning 01, 02, 071 - 079 and 08)
- > Optional Call Recording

Also available in the Smart Call Handling range is Call Planner, Call Manager, and Q-Control. To find out more, please visit www.totemcomms.com

For more information on how we can help you, please visit us at:
www.totemcomms.com

Or call our customer services line on:
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