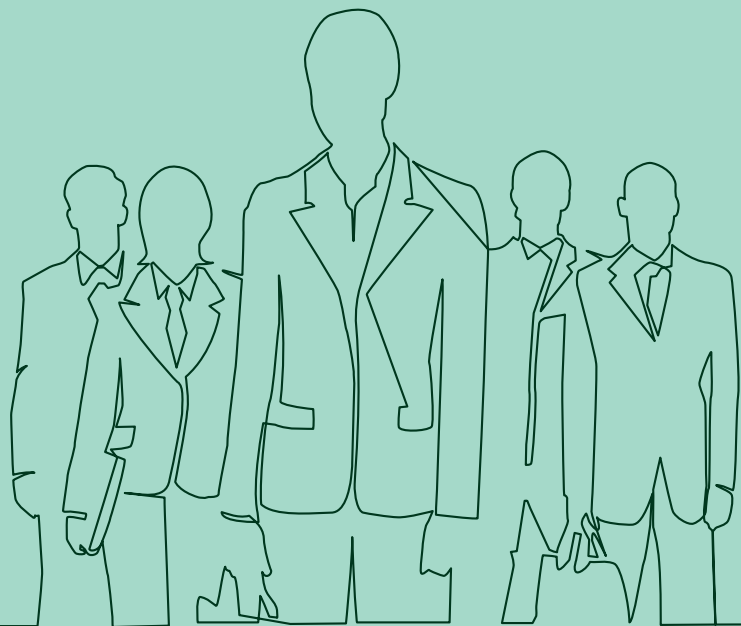


Call Manager All the functionality of Call Planner, with the additional power of an IVR and online message storage via audio server.



t+tem

dedicated to
inbound

Call Manager

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

How does Call Manager work?

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

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

You have access to unlimited moves and changes via the web in real time, including the ability to change your:

- > Time/Day of Week plan
- > Single layer, Virtual Receptionist with up to ten target options
- > Up to three target options for each Virtual Receptionist option
- > 'In Hours' the service is backed up by your own voicemail or Totem's Voicemail Service.
- > 'Out of Hours' voicemail delivery method, to your voicemail number or the Totem Voicemail Service

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
- > Built in disaster recovery
- > 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
- > Enhanced revenue stream**

* Any announcements will need to be provided manually

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

Also available in the Smart Call Handling range is Call Planner, Call Director 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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