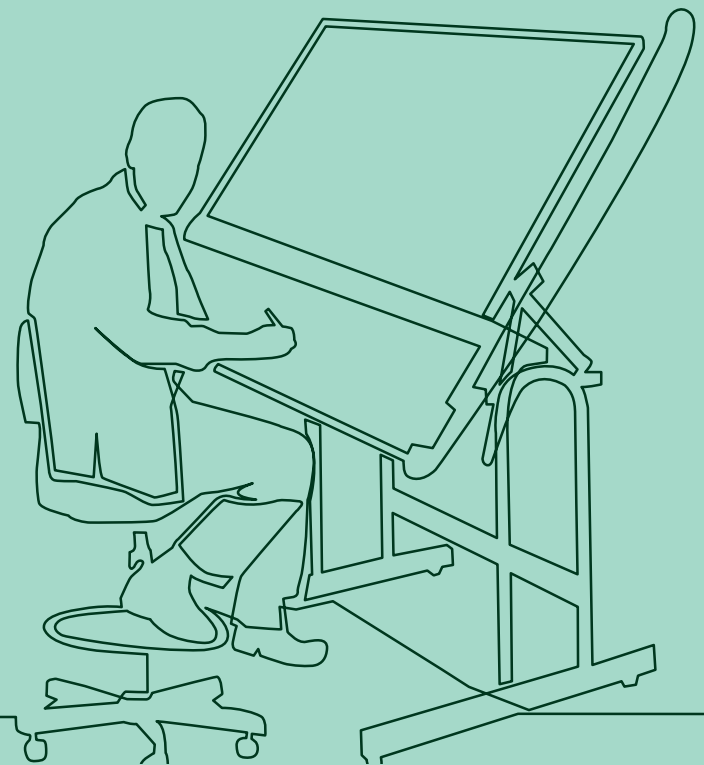


Call Planner The first step in taking control of inbound calls, this flexible package allows instant changes via the web to call routing.



t+tem

dedicated to
inbound

Call Planner

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

How does Call Planner work?

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

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
- > 'Out of Hours' voicemail delivery method

'In Hours' up to three target options can be defined, backed up by your voicemail or the Totem Voicemail to Email service.

'Out of hours' voicemails can be delivered to your voicemail number or the Totem Voicemail to Email 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
- > Enhanced revenue stream*

* 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 Manager, 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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