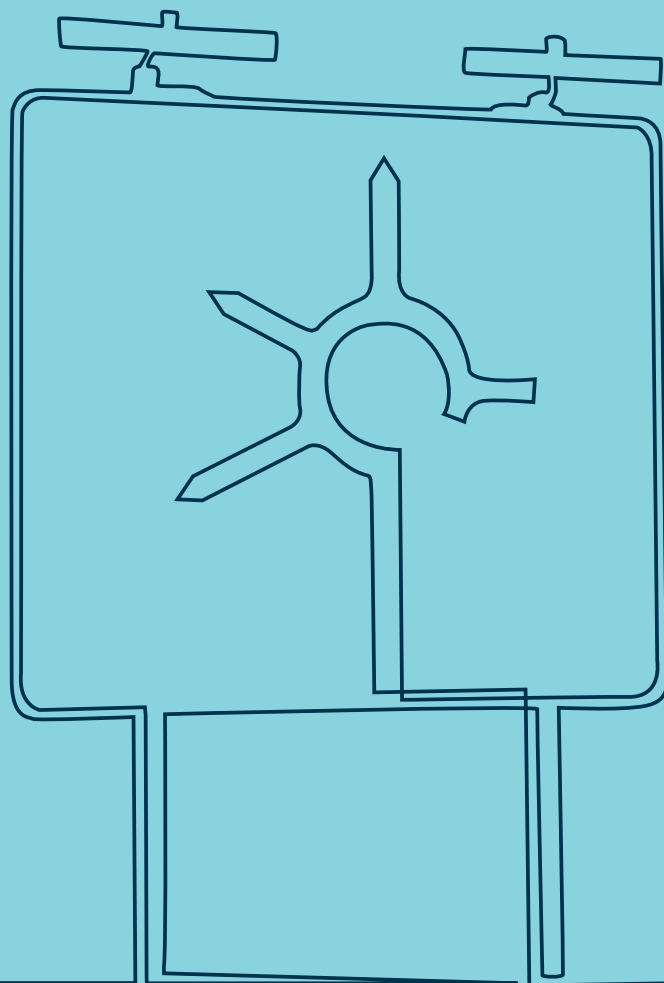


Call routing Our call routing solutions allow us to help you treat every one of your customers as an individual, not just as the next caller



Call routing

You need all your calls answered quickly, efficiently and effectively no matter what the volume of inbound calls.

Our four core call routing solutions can reduce the risk of call flooding to your business through effective call management.

Divert Plan: diverts calls when the target number is engaged

Ratio Plan: ratio distribution of calls to multiple target numbers

Time/Day/Date Plans: automatic call routing during selected periods

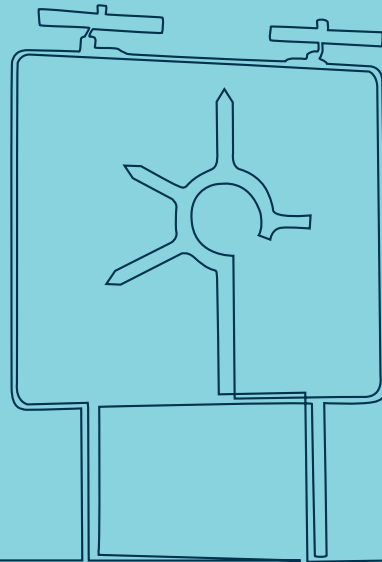
Zone Plan: route the calls to the caller's nearest destination

We will work with you as an integral part of your team to design and implement the best call routing solution for your business.

The benefits

But what benefit will these solutions bring to your business? We believe you should experience all of the following having implemented a Totem call routing solution:

- > Calls are not missed or misdirected
- > Calls are answered quickly and efficiently, resulting in high levels of customer satisfaction
- > The stress on your customer services department is relieved due to a robust, efficient call handling system, therefore ensuring that your customers receive the highest levels of service
- > A divert plan offers inbuilt resilience in case your PBX or target number fails as it means calls can be redirected rapidly, ensuring minimal disruption to your business
- > A ratio plan ensures effective workload distribution
- > A time/day/date plan allows several offices throughout the world to work together presenting a cohesive and reliable service to end customers
- > A zone plan allows a single number to be used for your business. This means cost efficiencies in promotion and your customer will receive a local service as the call will be answered by their most local branch.



Routing solutions in detail:

Divert Plan

We developed Divert Plan to manage the overflow of calls your business receives as a result of an advertised number. Our intelligent divert system automatically recognises when the target number cannot answer a call and re-routes the call to a maximum of four other, pre-determined divert numbers.

The system will automatically re-route when:

- > The line is engaged
- > The call has failed
- > There is no answer
- > The network is congested

The timing between diverts can be varied to meet the needs of your organisation.

Ratio Plan

When your business has more than one office, controlling the number of calls to each location can be an issue. Ratio Plan automatically routes incoming calls to a number of locations, distributing them according to predetermined percentage ratios.

For example: Your company advertises one customer services phone number, office A has 75 call centre staff and office B, 25 call centre staff. Ratio Plan will route 75 per cent of calls to office A and 25 per cent to office B.

Time/Day/Date Plan

This plan automatically routes calls to different targets according to customer defined periods. Calls are routed to different target phone numbers, depending upon the time, day or date set.

For example: Office A is open from 8:00 – 17.00 and office B until 20:00. During normal office hours calls are distributed evenly between the two offices, and after 17:00 are diverted automatically to office B.

Zone Plan

Zone plan allows callers to be routed geographically based on basic STD code.

For example: A leading high street bank can use one number to promote their financial services, allowing them to benefit from economies of scale when producing literature or advertising. When the customer calls the number they will be routed to their most local branch to discuss their banking needs.

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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