

Net-Planner An inbound call management solution that makes sure you don't miss a single call wherever you are. You can personalise the system and even change where you want your calls diverted to, all via a simple web interface.



Net-Planner

Take control of all your inbound calls with 1 simple, effective solution.

How does Net-Planner work?

Net-Planner offers online management providing you with complete control and flexibility over your inbound calls.

You have access to amend your personal settings via an easy to use web interface in real time, including the ability to:

- > Change your opening and closing times for individual days
- > Control which number your calls are directed to both in and out of hours

Basic Features

- > Set your daily hours of operation via the web
- > 3 'TimeZones' settings per day
 - > Each 'TimeZone' has its own specific divert plan with up to three divert numbers
 - > Each TimeZone is easily accessible online
- > Back-up for each divert plan to the Totem 'Voicemail to e-mail' service
- > Two 'Out of Hours' number options providing call overflow
- > Back-up for the 'Out of Hours' diverts to the Totem 'Voicemail to email' service
- > In-built disaster recovery capability

Additional Options

In addition to the standard features, the following additional feature options are available with the Net-Planner service:

- > Bespoke 'Welcome', 'Out of Hours', 'Busy' and 'Network Whisper' announcements
 - > Ability to change these announcements in 'real time' via access to an 0871 number
 - > Alternatively, professionally recorded audio files can be used
- > Choice of having voicemails delivered to the online Totem Audio Server rather than to 'Voicemail to e-mail'
- > Mid Call Transfer capability
- > Call Recording
 - > Option for recordings to be delivered to the specified email address or online to the Totem Audio Server
 - > The Audio Server file structure provides the ability to easily differentiate between voicemails and call recordings
 - > Call Recording can be programmed to apply to:
 - > All calls
 - > A percentage of calls
 - > On demand
- > Network Whisper capability providing the option of CLI or announced Network Whisper

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The Benefits

- > Get your calls where you want them, when you need them!
- > No missed calls
- > Real time settings so your changes are implemented immediately
- > No set-up charge so you can spread the cost
- > No costly hardware to maintain
- > Instant access to amend your personal settings as long as you have an internet connection
- > Customised announcement settings for a professional first impression
- > Identify why your callers are calling you prior to answering the call with the Network Whisper option
- > Ability to record calls for training and security purposes
- > Built in disaster recovery
- > Enhanced revenue stream*
- > Choice of Totem access numbers:
 - > 0800 Freephone
 - > 0845 Local Rate
 - > 0870 National Rate
 - > 0871 Special Rate
 - > 07 Personal Numbers
 - > 09 Premium Rate Numbers

Also available in the Smart Call Handling range is:

- > Call Planner
- > Call Manager
- > Call Director
- > 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:
08000 199 199

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