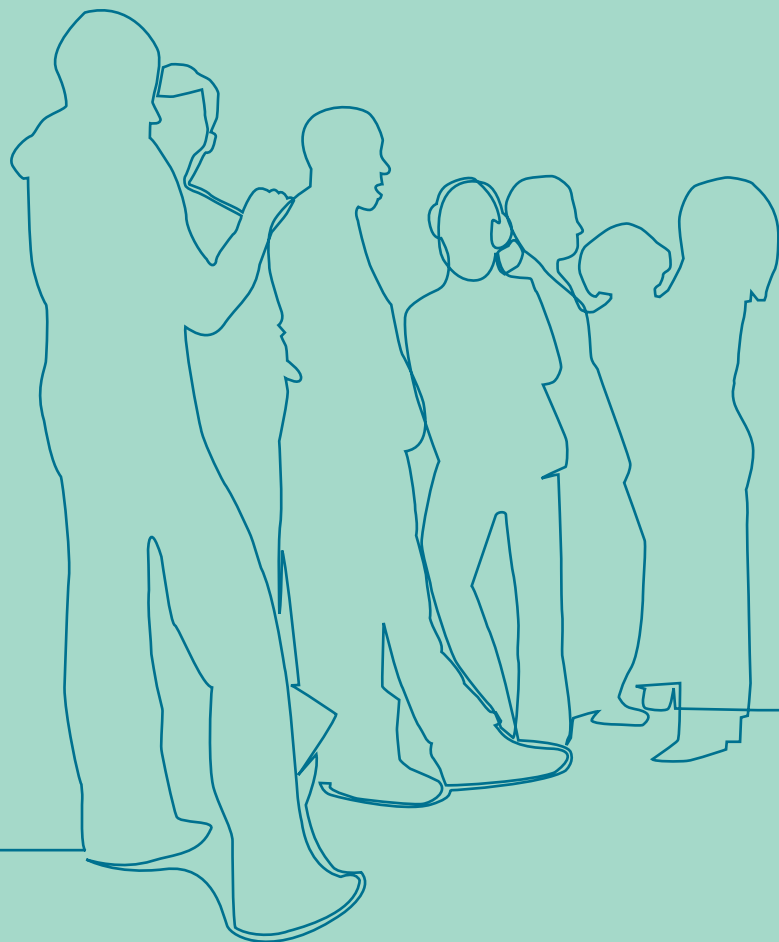


Q-Control This flexible queue-handling package provides you with total control over how calls queue within the Totem network.



t+tem

dedicated to
inbound

Q-Control

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

How does Q-Control work?

Q-Control offers online management providing you with complete control over your inbound calls.

Q-Control enables you to configure your welcome announcement during service set-up*, so you can tailor the product to your specific business requirements. Your calls are routed based on the time and day of week plan.

'In Hours' calls are routed to a customer configurable geographical target number; if the target number lines are available the call will be routed directly to the target number. If the lines are busy the calls will be queued until the target destination lines become available.

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
- > Target and alternate numbers (for disaster recovery purposes)
- > Campaign Lineage - how many calls are offered to the target number
- > Call Queue size - how many calls are queued
- > On Hold Music - choice of five options**
- > Apology Interval - how often apology announcements interrupt On Hold Music
- > Apology Mode - if apology announcements are repeated or cyclic
- > 'Out of Hours' target number
- > Your voicemail delivery option, either customer Voicemail or Voicemail to Email

For a fee, Vision, Totem's Call Statistics package can be provided. This provides historic queue information.

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

> 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
- > Enhanced revenue stream***
- > The queue sits on Totem's network, removing strain from your telecoms infrastructure
- > Online call queue statistics in real time

* Any announcements will need to be provided manually

** Totem hold the performing rights for On Hold Music options

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

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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