

**Smart Call Handling** Simple  
functioning solutions which address  
your real business issues, enabling  
you to effectively manage your calls.



# Smart Call Handling

Reduce cost, improve customer experience and increase flexibility by using Totem's Smart Call Handling to implement changes rapidly to your call plan online.

**Benefit from complete control of your call management using Totem's Smart Call Handling, allowing you to implement changes anytime, anywhere.**

Totem only develop products and services that can be easily installed and are designed to address business issues, as well as reduce cost, increase revenue and improve the end customer experience.

Listening to our clients, we have highlighted a trend in the most commonly requested bespoke solutions. Based on this analysis we have created 5 solutions to meet your organisational requirements:

## Call Planner

- > Time/Day Plan, 3 divert numbers, and voicemail to e-mail

## Net-Planner

- > TimeZones/Day Plan, 3 divert numbers, and voicemail to e-mail

## Call Manager

- > Time/Day Plan, Virtual receptionist, each option with 3 divert numbers, voicemail to e-mail or audio server

## Call Director

- > Time/Day Plan, Virtual receptionist, each option with call queuing, voicemail to e-mail or audio server

## Q-Control

- > Time/Day Plan, complex call queuing, voicemail to e-mail

**The Smart Call Handling suite of products enables you to manage all of your call plans online, allowing you to move with your business needs.**

## Smart Call Handling

### Standard Features

	Call Planner	Net-Planner	Call Manager	Call Director	Q-Control
Web Management	●	●	●	●	●
Time / Day Plan	●	●	●	●	●
Daily TimeZones		●			
Divert Plan (Up to 3 targets)	●	●	●		
Customisable Announcements*			●	●	●
Voicemail to E-mail	●	●			●
Voicemail to E-mail or Audio Server			●	●	
Virtual Receptionist			●	●	
Call Queueing				●	●

### Costed Options

Call Record	●	●	●	●	
Mid Call Transfer	●	●	●	●	
Configurable Announcements**		●			
Network Whisper		●			
Voicemail to Audio Server		●			
Vision	●	●	●	●	●

\* Via audio files

\*\* Real time changes or via audio files



### The benefits offered by the Smart Call Handling Suite

- > Rapid deployment
- > You, the customer, are in complete control ensuring maximised business efficiency and enhanced caller experience
- > Increased speed and flexibility as you can manage your calls at any time of the day
- > Increased accessibility as you can control and change your settings wherever you have an internet connection
- > Calls are not missed or misdirected, which means no lost sales opportunities
- > Calls are answered quickly and efficiently resulting in high levels of customer satisfaction
- > Stress on your customer service department is relieved due to a robust, efficient call handling system
- > Each potential customer is given a professional first impression of your organisation
- > Calls can be routed immediately without the need for a receptionist
- > Choice of Totem access numbers:
  - 0800 Freephone
  - 0845 Local Rate
  - 0870 National Rate
  - 0871 Special Rate
  - 07 Personal Numbers
  - 09 Premium Rate Number

For more information on how we can help you, please visit us at:  
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