

# Managed INBOUND and OUTBOUND VOICE solutions to suit your needs

## FLEXIBLE NUMBERING SOLUTIONS

Our Inbound service is packed with features to help you manage incoming calls, providing greater business efficiency, resilience, flexibility and better customer service. From simple call routing through to comprehensive call centre services, Inbound is everything your business needs.

- Choose geo (01/02) and non-geo (08/03) numbers as appropriate for your business
- Improve customer service by better managing callers during busy hours, or when your office is closed

We provide your business with online access to a full range of call routing, monitoring and management tools that put you in control and help improve customer service.

This puts you in control so you're not reliant on us to make changes on your behalf. You can do that yourself, enabling you to securely make changes and get instant access to reports that meet your business timescales, not those of the network provider.

Use the web portal to manage your inbound routing in real-time so you can make changes as and when you need them.

### Inbound Call Plans

You can build call plans according to your business operating hours and modify instantly in accordance with your changing business needs. Schedule call routing in advance according to your business hours and call handling preferences and use call divert options to maximise your call handling potential and provide an improved service to your customers. You can see how many calls your business is receiving, how many are answered and how many are missed.

### Inbound Call Queueing

You can queue incoming calls to a destination number in the network to assist with call handling during busy periods. Use live queue statistics to monitor customer service and make instant changes in terms of queue management and size with optional queue breakout and overflow preferences to an



alternative destination, announcement or voicemail service. Project onto a wallboard to give immediate feedback to call handling agents and their supervisors.

Inbound also provides a ready-made business continuity solution. You can instantly direct calls to another location, either manually or automatically, should there be an outage or other issue.

## SIP TRUNKING

SIP delivers less costly, more reliable connectivity than ISDN over an IP connection. SIP trunks are ideal if you are moving, upsizing or downsizing and want to keep your existing numbers. Scale up lines during busy periods and back down again afterwards. You can add lines, take them away, split calls at any time. You are always in control.

SIP trunks can handle emergencies easily. They are inherently disaster recovery / business continuity ready, letting you reroute calls to an alternative location quickly and easily.

Compatible with Skype® for Business the SIP trunks we deliver are integration tested and approved to interoperate with Microsoft Skype® for Business, allowing you to directly connect to the platform to make external calls.



### Economies of Scale

If your business has multiple sites with ISDN connections into each, using SIP Trunks you can reduce the number of ISDN connections that your business requires and also reduce the maintenance costs on all of your various PBXs by concentrating the traffic onto your SIP connection.

### Number Flexibility

Number flexibility with SIP trunking means that you can keep your existing number, even when moving out of the area, saving you costs on printed company literature and stationery whilst maintaining the perception that you still have a presence in the area you've moved from. We can easily transfer your old or existing numbers too so that you can avoid expensive Remote Call Forwarding (RCF) or call diversion charges.

The service can support connections for small PBX-equipped businesses through to an unlimited number of channels for large enterprises and contact centres



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