

## CommRich Call Director

Achieve complete control of your enquiries. Implement changes anytime, anywhere. Using a 08xx number, the following features are available, enabling effective and efficient call management as well as reducing cost, increasing revenue and improving your customer's experience.

### What does CommRich Call Director offer?

- **Make Changes On-line.** Simple and easy access to unlimited number moves and changes via the internet in real-time.
- **Virtual Receptionist** – Each potential customer is given a professional first impression of your organisation. "Welcome to ABC Ltd, please hold while we connect you". Routes calls immediately without need for a telephonist.
- **Instantly re-target the number your 08xx connects to.** All you have to do is visit the internet and follow the instructions. The change is done immediately.
- **Time of day routing** - Set answer and routing options using time or day settings.
- **Divert Plan** – Set a divert plan to as many numbers as you require. Calls can follow you wherever you go.
- **Divert to voicemail** - Provide voicemail during overflow or out of hours.
  - You can choose from two types of message retrieval to suit your needs. Voicemail to email or Audio Server. Voicemail; to email delivers calls to your email box. Audio server stores your recording online.
  - Any changes to your target email can be made easily and rapidly.
- **Multi Option IVR** - Want your business calls to be handled more efficiently by adding an Options Menu, then this option is available. (Press 1 for Sales, 2 for Finance...')
- **Call Blocking** – Stop unwanted calls based on criteria such as specific numbers or withheld numbers.
- **Call Queuing** – This sophisticated call handling package queues calls in the network to ensure clients never receive an engaged tone. They are captured in the queue immediately, making them feel valued.
  - Handle more calls, meaning increased orders and increased revenue from call minutes.
  - Provide customers with reassurance their call is being processed whilst they queue to provide good customer experience.
  - Use their queue experience as an opportunity to inform your customers of news, new product launches, marketing messages, alternate contact methods...while they wait. (we can record this for you)
  - The queue sits on the provider's network, removing the strain from your telecoms infrastructure.

## Call Centre Options

- **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 .e.g. 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 rotate 75 % of calls to office A and 25 % to office B.
- **Geographic Routing** - Allows callers to be routed geographically based on the callers STD code. E.g. 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.

**Note.** Ratio plan and geographic routing may incur additional costs.

## Benefits of CommRich Call Director to you?

- Quick deployment as this package is ready made.
- You can provision your moves and changes wherever you have internet access.
- 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's service department is relieved due to robust, efficient call handling system.
- Enhanced revenue stream when used with a number which offers a rebate, e.g. 0870.

Choice of access number.

0870 National Rate  
0871 Special National Rate  
0845 Local Rate  
0800 Freephone

Divert to mobile rates are available upon request.

For more information on how we can help call: **0845 644 2104**

You can also visit our website: [www.commrich.net](http://www.commrich.net)

Or email your requirements to: [enquiries@commrich.net](mailto:enquiries@commrich.net)