

CommRich Virtual Office

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 Virtual Office offer?

- Route calls to up to 4 different UK numbers which can ring 'all together' or 'one at a time' (You can also determine for how long each will ring).
- Search for available lines or go to voicemail if all lines are busy.
- Run different 'Work' and 'Home' profiles to route calls differently at specified times of the day. There is also an extra 'Emergency' profile as well which can be invoked at the click of a button.
- Play standard or user defined voicemail greetings to callers when you are unavailable. A Voicemail message can then be taken and these then delivered as either .wav or .mp3 file attachments to a user defined e-mail address.
- View a list of recent calls showing date, time, caller's number, the number that answered the call and the duration. If the call was un-answered it will even show if the caller left a message.
- Set up an IVR greeting menu to divert calls to individual users (e.g. Press 1 for sales. Press 2 for accounts etc).
- Screen calls based on the callers number by adding their number to a 'Red' list which automatically divert those calls to voicemail
- Receive calls out of hours from specified numbers, when you may have opted to receive no calls, by adding them to a 'Green' list.
- View 'real time' call statistics

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 will incur additional costs.

Benefits of CommRich Virtual Office 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:

Mobile Pricing (Pence Per Min)	Peak	Off Peak	Weekend
Excluding Vat	11.26	7.83	5.38

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

You can also visit our website: www.commrich.net

Or email your requirements to: enquiries@commrich.net