UNIFY INBOUND

| The intelligent call management platform

SOLUTIONS TO

EVERYDAY BUSINESS PROBLEMS

Our inbound platform helps you to maintain the highest levels of customer service, regardless of what may be impacting your business. We can help you to fulfill the following business operations:

UNIFY'S INBOUND PLATFORM

Instant call management delivering a better customer experience.

Unify Inbound is a cloud-based telephony service for both geographic and non-geographic numbers that provides online access to a full range of call routing, monitoring and management tools, empowering your business with the perfect customer service. With Unify Inbound, you can start managing your customers calls before they even reach your PBX helping you deliver a reliable service.

Our platform requires no capital expenditure outlay and you can be up and running in a matter of days, while our intuitive portal provides powerful features and reporting capabilities to help you manage capacity and maintain service quality.

If you're receiving a high volume of calls every month, we can most likely help you to control your routing, increase revenue shares and reduce the stress associated with managing your inbound numbers and planning for disaster recovery scenarios.

Excel in CUSTOMER SERVICE

Excel in customer service, for example by managing callers during busy hours or when the office is closed.

CALL RECORDING

Record calls for compliance or training purposes and report on productivity.

Improve CAMPAIGN REPORTING

Monitor advertising campaigns and report on the return on investment.

Cater for BUSINESS CONTINUITY

Cater for business continuity in the event of a disaster by instantly redirecting calls to another site.

LOCAL OR NATIONAL PRESENCE

Create a local (01/02 number) or national (08/03 number) presence.

ASSURED RELIABILITY

With the Unify Inbound platform availability at 100% you can be sure to never miss a call.

WHY UNIFY
INBOUND?
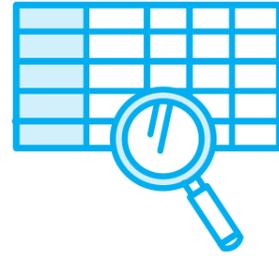
THE BENEFITS OF OUR INBOUND PLATFORM

Access to the platform anywhere – Being a fully hosted service means you can access the portal, anywhere, anytime and on any device to instantly manage your inbound calls.

Reliable and secure - Based on a tier one carrier-class network and platform with a physical infrastructure based in multiple geographic locations (Manchester, London, Milton Keynes, Bristol, Birmingham and Leeds), Unify can provide exceptional network and platform resilience. With 99.99% availability, underpinned with robust SLAs for our inbound services, we give you confidence that your inbound calls are safely managed.

Business continuity – Unify Inbound gives you the power to create many types of disaster recovery plans to help ensure you can keep servicing your customers in event of a disaster. Power outage at your main office? Instantly redirect calls to another DDI at another location to maintain business continuity.

Call Routing - Struggling to handle sudden increases in call volumes? Queuing and routing calls makes sure every customer call gets through to your PBX, helping to protect revenue and making sure nobody feels unvalued.

Competitively priced – On average Unify save customers between 40-70% on their inbound calls. Through our strategic partnerships we can offer significantly cheaper call costs.

High Customer Service Satisfaction – Should you need to raise a service issue, it will take one call and we will take care of the rest. Our customer satisfactions scores speak for themselves

KEY FEATURES OF THE INBOUND PLATFORM

Call routing – Build an unlimited number of call plans according to your business requirements and modify them instantly in accordance with your changing business needs. You can schedule call routing in advance, call handling preferences as well as using call divert options to maximise your call handling potential.

Hunt Groups – Build multiple hunt groups within your call plan to direct your calls to the relevant teams or individuals.

Voicemail to email – Pick up, share or archive voicemail across your sites or teams with Voicemail Management. You can choose to retrieve voicemails online or by email as .wav files

Call statistics –Visual graphs of your inbound call statistics will help you track calls and enhance your customer experience. Snapshot data provides you with results of call handling efficiencies enabling you to make informed decisions.

Our feature rich portal provides you with complete control over your inbound call traffic.

Queuing – Queue incoming calls on a destination number 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.

IVR –Upload file announcements to an Inbound call plan as a way of communicating with callers. Use IVR to provide callers with call routing options and announcements to inform them of details such as opening hours and website address when the office is closed.
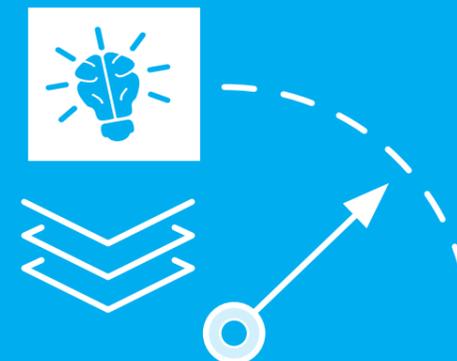
ADDITIONAL FEATURE OPTIONS

AUTO ATTENDANT (IVR) / ANNOUNCEMENTS

Interactive Voice Response (IVR) allows you to upload File announcements to an Inbound call plan as a way of communicating with callers. Use IVR to provide callers with call routing options and announcements to inform them of details such as opening hours and website address when the office is closed.

ADVANCED CALL STATISTICS

Online access to comprehensive live call statistics shows you call handling efficiencies such as productivity, call patterns and caller behaviour and enables you to make informed business decisions. Data includes time to answer, call waiting time, call outcome and caller details.

ADMINISTRATION RIGHTS

An account administrator is able to add new users and assign them access rights and specific numbers.

Create profiles for additional users in an instant, and control who can see and change what within an account.

INBOUND APP

Pick up, share or a optional facility to enable Inbound call management from your smartphone. Great for making changes whilst on the move / in a disaster recovery scenario, the Inbound app provides access to key Inbound functions in addition to call history and weekly call trends.

The Inbound app is compatible with Windows Phone and Windows 8+ tablets, Apple, Blackberry 10 and Android smartphones & tablets.
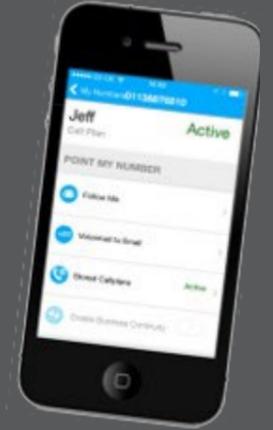
INBOUND REPORTS

Call statistics emailed to you on a daily, weekly or monthly basis. Choose from a summary of calls per number or full statistics per individual call.

CALL WHISPER

Just before a call is taken by a call centre operative a message can be played to them giving further information on how to answer each call. So, if the operative is taking calls for various companies or departments they receive information on how best to answer each call, ensuring a more tailored response.

As experts in all things contact centre and enterprise telephony, Unify Communications have successfully delivered transformation projects in businesses across the UK and internationally.

We would love to discuss how our intelligent number platform could help your organisation to save on call charges and increase your resilience. Get in touch with us today for a no-obligation discussion and a comparitive analysis of your telephony costs.

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