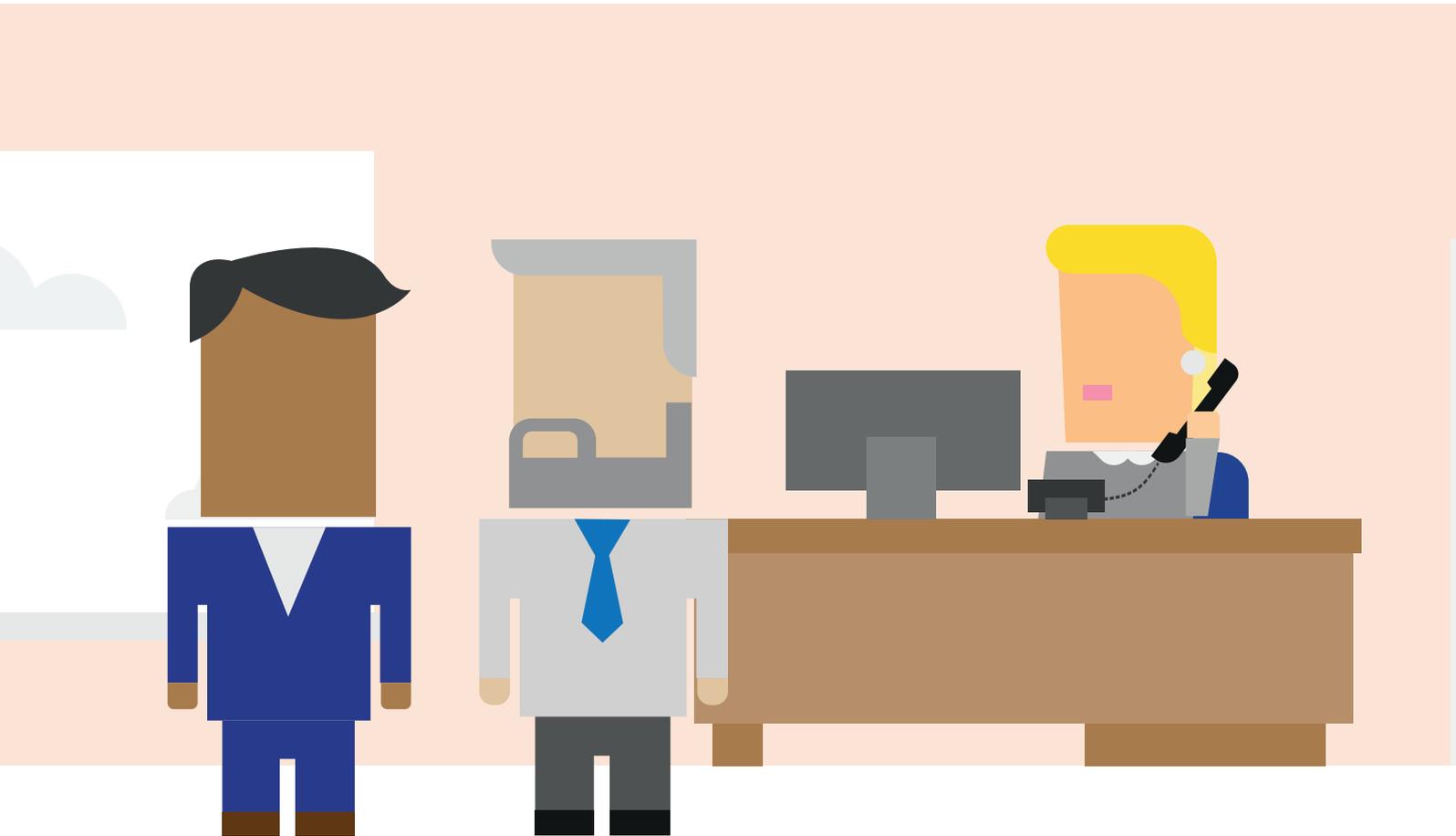# Inbound Calling & Numbers

Inbound Calling & Numbers

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 contact management.

Inbound services need no capital outlay and no hardware, can be set up on the network in minutes and are incredibly easy to use.

Why TSI?

Secure

The security and protection of call plans and customer data within a network-based inbound service are of critical importance when choosing your inbound provider. You don't want accidental or malicious access to your inbound call routing plans or to have data accessed. Inbound is certified to industry security standards under ISO27001.

Availability and Resilience

When choosing an inbound supplier, network resilience should be one of the key decision factors. We use a carrier-class network that exceeds industry guidelines and standards of operation. Our physical inbound infrastructure is based in 6 geographic locations (Manchester, London, Milton Keynes, Bristol, Birmingham and Leeds) for complete resilience.

Why choose our service?

Never miss a call

Use with any number, anywhere, from any device – the service is available on both geographic (01/02) and non-geographic (08/03) numbers and is accessed through a secure user-friendly website.

Easy to Use

You can choose to provide web-based administrative or view-only access to manage call routing plans, allowing you to activate real-time disaster recovery diverts and routing changes. A mobile phone app is also available to provide access to this functionality, whilst on the go. The entire service is designed to be jargon-free and intuitive.
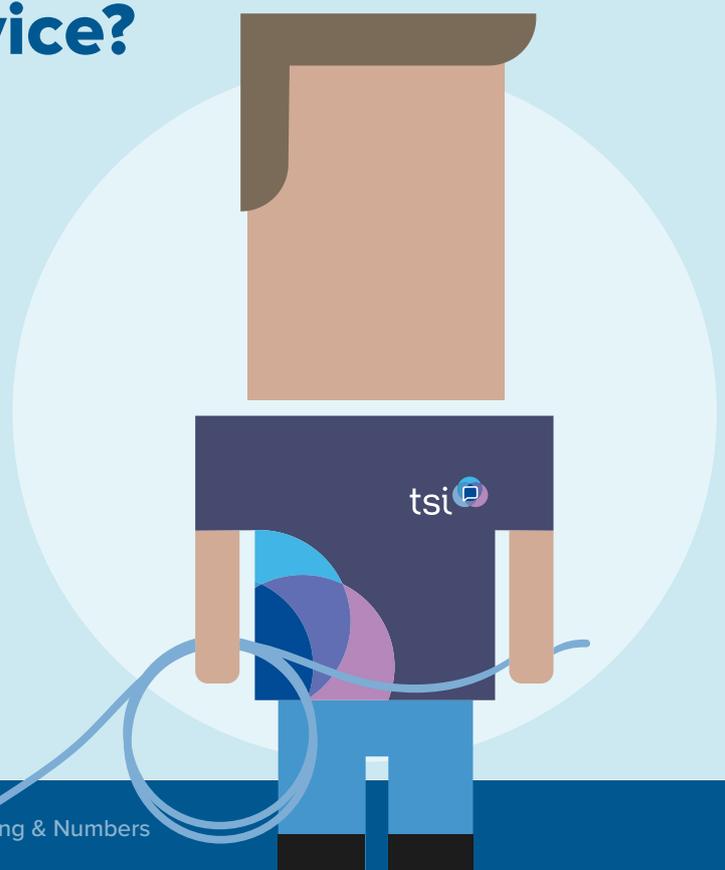
Who would benefit from Inbound?

Inbound provides solutions to everyday business problems and helps you maintain the highest levels of customer service, regardless of what may be impacting the business. It is an important service for any organisation looking to fulfil the following business operations:

Customer service

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

Contact centre services

Provide contact centre services - for instance call centres looking to professionally handle calls for multiple clients

Business continuity

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

Local or national presence

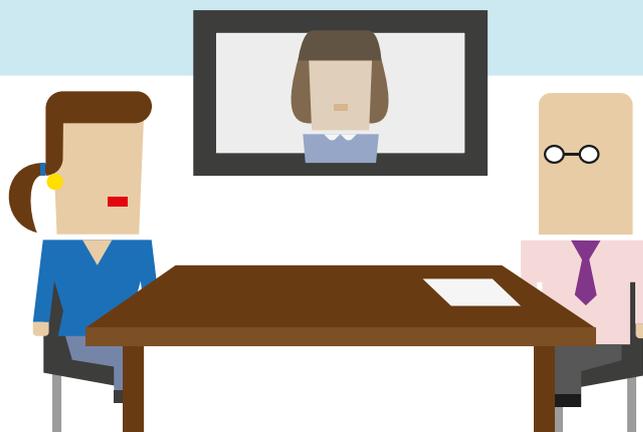Create a local (01/02 number) or national (08/03 number) presence

Call recording

Record calls for compliance or training purposes and report on productivity

Campaign reporting

Monitor advertising campaigns and report on the return on investment

From simple call routing to complex call centre services

Contact Point

Ideal for the sole trader/single site business who wants to set up and change their call routing according to opening hours/staff availability.

Contact Path

Suitable for multi-site/multi department organisations that are looking to route calls according to who the caller is, by caller's location to the nearest office, or the relevant account manager. Hunt group routing across particular teams is also possible.

Business continuity

Provides high-level assurance and control over inbound calls, ensuring they are always answered, regardless of the circumstances.

The service can be accessed via a secure website or through an easy-to-use mobile app available for use on Android, iOS (Apple), Windows Mobile or BlackBerry devices.

Contact Pro

Provides complex, reliable call centre functionality, suited to businesses that place high value on customer service and who are looking to deal with incoming enquiries effectively without missing a call.

How does it work?

You can access all Inbound services online. The intuitive user interface is used to create inbound call routing plans which feed directly into TSI Voice & Data's network for immediate activation. Using **myinbound.com**, you have access to your subscribed features and you can tailor call plans to meet your individual business requirements.

Build Tailored Call Plans

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 improved service to your customers.

Call 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, voicemail or announcement service. Project onto a wallboard to give immediate feedback to call handling agents and their supervisors, enabling you to make informed decisions.

Call Statistics

Easily-interpreted graphs of your inbound call statistics help you track calls and enhance your marketing. Snapshot data provides you with results of call handling efficiencies enabling you to make informed decisions.
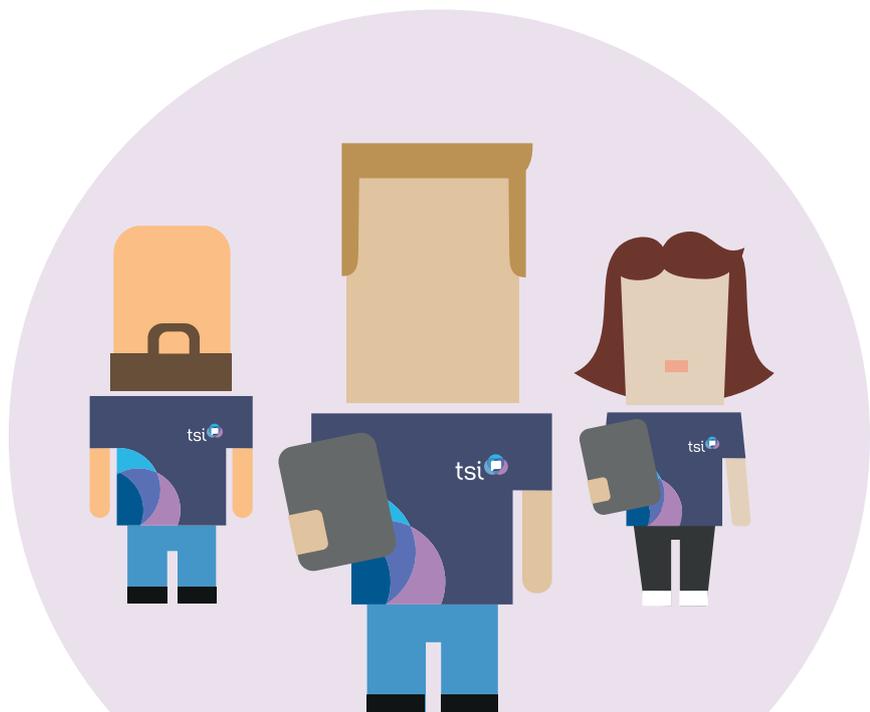
Advanced Call Statistics

Online access to comprehensive live call statistics shows your 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.

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.

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 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 Recording

Record calls for compliance, customer service or audit purposes. Inbound provides secure online access to file storage and retrieval of call details with comprehensive search filters to play, download or delete calls according to pre-defined permissions.

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.

Voicemail Management

Pick up, share or archive voicemail across your sites or teams. You can choose to retrieve voicemails online or by email as .wav files - a great way to maintain records and audit trails for callers' messages.

Inbound App

Enable Inbound call management from your smartphone. Great for making changes whilst on the move or in a Disaster Recovery scenario. The Inbound app provides access to key functions in addition to call history and weekly call trends. Compatible with Nokia, Apple, BlackBerry and Android operating systems.

Inbound portfolio features

Take a look at the range of Inbound features available.

Optional features can be added to the Inbound Contact Point, Path and Pro services including real-time Advanced Call Statistics, Call Recording, Voicemail and Call Whisper.

Business Continuity includes some of these options as standard plus a generous call bundle and greater built in flexibility on destination choice in the event of a disaster.

FEATURES	CONTACT POINT	CONTACT PATH	CONTACT PRO
Secure Online Management for quick and easy access	✓	✓	✓
Make informed decisions with Performance Statistics	✓	✓	✓
Never miss a call with Divert on Busy / No answer / Fallover	✓	✓	✓
Time of day / day of week routing to suit your business hours	✓	✓	✓
Deal with weekends and bank holidays with Date Routing	✓	✓	✓
Load balance your calls across teams or sites with Call Distribution	-	✓	✓
Tailor call routing according to your caller's number with Area Based Routing	-	✓	✓
Use a Hunt Group to find specific people or the first available person to answer the phone	-	✓	✓
Cope with busy periods using scalable Call Queuing	-	-	✓
Provide menu options for call routing with IVR / Auto Attendant and Announcements	-	-	✓
Measure advertising ROI and productivity with Advanced Call Statistics	optional	optional	optional
Use Call Recording for audit trails, compliance and training purposes	optional	optional	optional
Pick up, share and archive Voicemails across your sites and teams	optional	optional	optional
Personalise call answering according to inbound numbers with Call Whisper	optional	optional	optional
Activate call plans on the move using the Inbound App	optional	optional	optional
Receive statistics for daily, weekly and monthly periods via email with Inbound Reports	optional	optional	optional

Benefits of
Inbound Calling & Numbers

Multi-purpose

Use the service to effectively manage everyday calls, to enable employees to work more flexibly or as a robust business continuity solution

Immediate set up and no capital outlay Everything's online and directly feeds into our network giving the ability to instantly create or make changes to call plans, announcements and other features

Additional Features

Including real-time Advanced Call Statistics, Call Recording, Voicemail and Call Whisper

tsi
Smart Business Communications

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