

Inbound Solutions Guide



// We can help you control how, where and when you deal with incoming calls

Wavenet offer a vast portfolio of virtual, non-geographic telephone numbers from within the UK and from countries around the world, which means your potential to conduct business is almost without boundaries.

To compliment our numbers, we offer a wide range of fully scalable and fully managed cloud-based call services, which provide phone-system functionality when deployed. This means that you can quickly and easily improve the way in which your inbound calls are managed, with zero capital expenditure.

Number Manager

To exercise full control over your numbers and call services, we offer access to our web portal, Number Manager. This allows you to self-manage all numbers and call services in real-time at the click of a mouse button. The benefits of using the portal are clear; you can create and control all aspects of your telephony requirements without the need to send a request for a change to be made, which means that any changes can be implemented immediately.

0800 Freephone

We are able to supply both 0800 and 0808 numbers. The call is free to the caller when dialling from a landline, however, mobile operators generally apply a charge. Inbound call charges apply to calls received.

0845 National

0871 numbers are charged to the caller at a rate of between 6 and 10 pence per minute, with 10 pence ranges commonly used. High revenue share is payable on incoming call traffic.

0843 and 0844 Lo-Call

These number ranges are by far the most popular in the UK today and are charged to the caller at a rate of between 1 and 5 pence per minute, with 5 pence ranges commonly used. High revenue share is payable on incoming call traffic.

0300 Public Sector & Charity

0300 numbers have been purposely restricted for the exclusive use by public sector organisations and charities. As with all 03 number ranges, the caller is charged at the same call rates as standard UK 01 and 02 geographic numbers, with calls included in bundles and inclusive minute packages from mobile and landline operators. Inbound call charges apply to calls received.

01/02 UK City Codes

We can provide virtual area code numbers for most towns and cities within the UK, with a massive database of numbers for you to choose from. These numbers allow your business to have a presence in any UK location without the need for an office or landline in that location. The caller pays a normal local or national call charge. Inbound call charges apply to calls received.

International Freephone

These number ranges work in a similar way to International City Codes. The call is free to the caller from a landline, however, some mobile network operators may impose a charge. Inbound charges apply to calls received, with rates specific to each location.



0333

Charged at the same rates as standard UK 01 and 02 geographic numbers, 0333 numbers provide the caller with a standard national call charge, with calls included in bundles and inclusive minute packages from mobile and landline operators. Inbound call charges apply to calls received.

International City Codes

We can provide virtual area code numbers for many towns and cities around the world. These numbers give clients a virtual presence in locations abroad without the need for an office and/or landline. The caller pays a normal local or national call charge. Inbound charges apply to calls received, with rates specific to each location.

Voicemail / Out of Hours / Missed Call

This service asks the customer to leave a message during predetermined times or when your office is closed. If a line is busy / engaged, a Missed Call alert can be used to notify a manager (by email).

Fax Service

As fax machines become less popular, this service enables your customer to send a fax which is then converted to a TIFF or PDF file and delivered to email or stored in a designated FTP location.

IVR Auto Attendant

This service adds an automated menu system to your number (press 1 for Technical, 2 for Customer Support etc).

Call Queuing

In order to retain callers and reduce their frustration when lines are busy, a Call Queue can be used.

Call Recording

Like all services, Call Recording is a cloud-based feature that can be activated instantly on any number – even ported BT landlines – and exclusively outbound IDA/ CPS call traffic, without further hardware installation. Fully scalable to any size organisation, recordings can either be downloaded or delivered by email or FTP. Call Recording is available on all inbound numbers.



Pre-connection Greeting / Whisper

A Pre-connection Greeting is a short recording which is played to the customer upon connection. It can be used to simply greet the customer or to give important information.

A Whisper can be used to notify the call recipient of the call's origin. For example, you might advertise three numbers for three different products routing to a single line.

IVR Auto Attendant

This service adds an automated menu system to your number (press 1 for Technical, 2 for Customer Support etc.).

Display Number

This service displays either a caller's number or the number the caller dialled. This is especially useful if you have multiple numbers routing to a single destination.

Mid-call Transfer

This service can transfer a call internally or from one type of line to another (landline to mobile for example).

Time & Day

This service allows you to route incoming calls to different destination numbers or call plans at different times of the day, or days of the week.

Ratio Call Plan

An option within a Hunt Group, incoming calls can be routed to a pre-defined list of locations on a percentage share basis, allowing for call distribution to be weighted across multiple sites.

Data Capture

This service offers callers the ability to respond to an automated series of questions either verbally or using their phone's keypad. This service can be used for pre-screening calls prior to connection to ensure the caller meets set criteria. Data Capture can also be used in competitions or voting, or to gauge direct customer service feedback. Response data and recorded calls can be provided via the Number Manager web portal, or delivered by email and FTP.

Online Call Statistics

An essential service for maintenance, monitoring and training purposes, Online Call Statistics provide invaluable information detailing everything needed for the efficient management of your inbound traffic. Scheduled reports can be sent by email at daily, weekly or monthly intervals. CSVs may also be downloaded.

Hunt Group

A Hunt Group can cycle a call through all available lines until someone picks up (and can be set to cycle through different destination numbers at different times of day).

Multi-Call 'Ring all at once'

Another option within a Hunt Group, this service allows up to seven different destination numbers to ring at the same time until the call is answered. This is a cloud based service offering phone system-like functionality over a wide area, so is not restricted to a single location, as in a phone system.

Disaster Recovery

In the event of an emergency, Disaster Recovery can be used to divert all calls to an alternative line, quickly and easily either online or through the app.



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