

# Inbound

Answer your calls on any device,  
anywhere.





# Inbound

## Instant call management for smart businesses

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.

Available as Contact Point, Contact Path and Contact Pro, Inbound is delivered through an intuitive web interface that enables changes to be made directly and quickly.

It can be set up in minutes, is easy to use and offers a range of network-based services that are scalable, cost-effective and require no capital outlay. With three levels of service, we have the right Inbound solution for your business.

- **Use with any number, anywhere, from any device**

- available on geographic (01/02) and non-geographic (08/03) numbers
- Accessed through secure, easy to use web portal

- **Multi-purpose**

- Effectively manage everyday calls
- Use as a robust business continuity service
- Enables employees to work more flexibly

- **Easy to use**

- Designed to be jargon-free and intuitive
- Become more productive very quickly

- **Immediate set up**

- Everything online and feeds into our network
- Instantly create call plans
- Make on-the-fly changes to plans, announcements and other features

- **No capital outlay**

- Can be funded out of operational spend
- Quick decision and implementation

# Fast, effective solutions

For everyday business issues



### Better customer experience

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 number.



### Local or national presence

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



### Call recording

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



### Campaign reporting

Monitor advertising campaigns and report the return on investment.

# A choice of service

From simple call routing to complex call centres

### Contact Point

For sole trader/single-site business that want to set up and change their call routing according to opening hours/staff availability.

### Contact Path

For multi-site/multi-department organisations that need 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.

### Contact Pro

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



# How does it work?

Once subscribed, you can access Inbound services online at [www.myinbound.com](http://www.myinbound.com). The intuitive user interface is used to create inbound call routing plans which feed directly into Gamma's network for immediate activation. Using [myinbound.com](http://myinbound.com), you can access subscribed features and you can tailor call plans to meet your individual business requirements.

## Build tailored call plans

Build an unlimited number of call plans according to your business operating hours and modify them 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 to provide improved service to your customers.

## 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.

## Call queuing

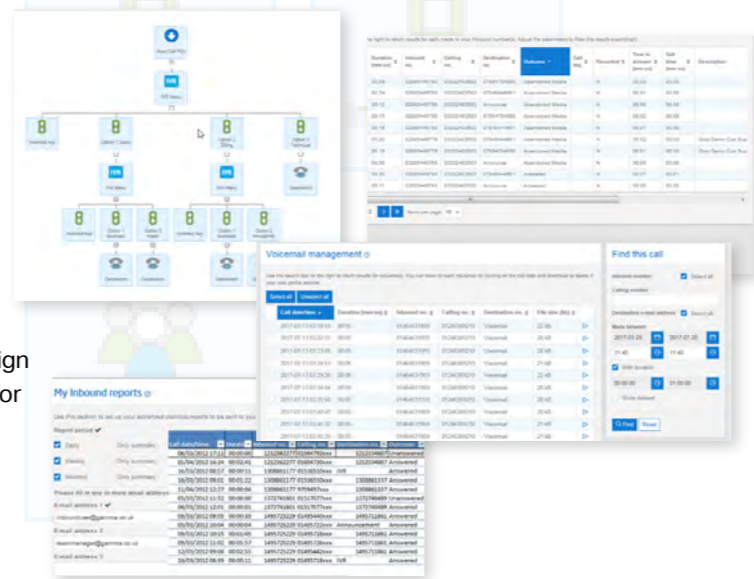
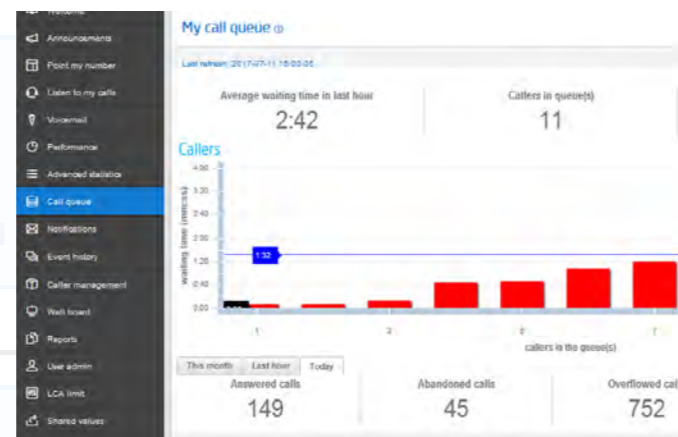
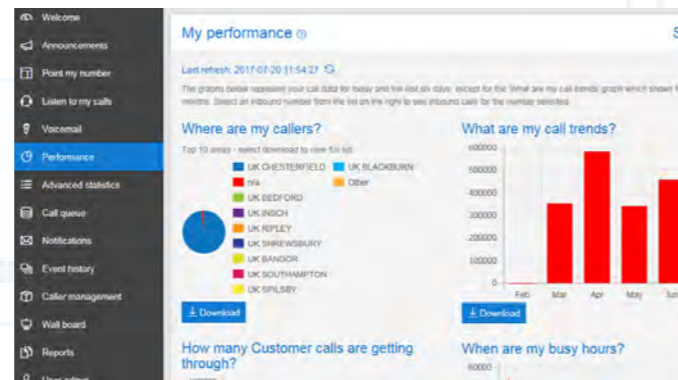
Queue incoming calls on a destination number to assist with call handling during busy periods. Use live queue statistics to monitor customer service and make instant changes in terms of queue management and size with optional queue breakout and overflow preferences to an alternative destination, announcement or voicemail service. Project onto a wallboard to give immediate feedback to call handling agents and their supervisors.

## 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. IVR provides callers with call routing options and announcements such as details of opening hours and website address.

## 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.



# Optional features

For a more powerful Inbound solution



## 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.



## 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 login permissions.



## 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.



## Voicemail Management

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 - a great way to maintain records and audit trails for callers' messages.



## Inbound App

Make changes to Inbound call management whilst on the move or in a Disaster Recovery scenario. Provides access to key Inbound functions in addition to call history and weekly call trends. Compatible with many smartphones and mobile devices. Contact us for specific models.



## 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.

# Inbound features

Features	Contact Point	Contact Path	Contact Pro
Secure online portal management - for quick and easy access	●	●	●
Admin Rights - set user access to specific features and numbers	●	●	●
Business Continuity - instant activation of your Business Continuity plans	●	●	●
Divert on Busy / No Answer / Failover - never miss a call	●	●	●
Time of Day / Day of Week Routing - to suit your business hours	●	●	●
Date Routing - deal with Bank Holidays and special days		●	●
Call Distribution - load balance your calls across teams or sites		●	●
Hunt Group - find specific people or first available to answer call		●	●
Area Based Routing - tailored according to your caller's number		●	●
Scalable Call Queuing - to cope with busy periods			●
Auto Attendant (IVR) and Announcements - call routing menu options			●
Aliasing - allow multiple numbers to share same call plan	●	●	●
Shared Values - create global schedules across multiple call plans		●	●
GoTo - create complex or interlinked IVRs			●
Call Recording - for audit trails, compliance or training purposes	Optional	Optional	Optional
Voicemail management - pick up, share, archive voicemail across sites or teams by email or as .wav files	Optional	Optional	Optional
Call Whisper - for personalised call answering according to number	Optional	Optional	Optional
Advanced Call Statistics - measure advertising productivity and ROI	Optional	Optional	Optional
Inbound Reports - emailed statistics daily, weekly and monthly	Optional	Optional	Optional
Inbound App - activate call plans on the move	Optional	Optional	Optional





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