

TelecomIT Inbound Call Routing

PREMIUM FEATURE PACK

Making every call count by providing creative solutions for your more complex inbound requirements.

FEATURE	DESCRIPTION	RENTAL PER MONTH
 Virtual Operator (IVR)	Menu that allows your customer to select the department they want.	£15.00
 Call Queuing	Stacks up to 50 calls avoiding engaged tone. Option for music on hold and notify position in the queue.	£15.00
 Call Recording	Ability to record incoming calls and have the recording sent to your email.	£10.00
 Time / Day Routing	Select which hours of the day and days of the week that the calls are routed.	£10.00
60:40 Ratio Plan	Have calls answered at two or more locations with inbound volume distributed as per your chosen ratio.	£10.00

Want to know more?

Call our customer **0800 404 6677** or visit www.telecomit.co.uk

Putting your needs **AT THE HEART** of our business

Terms and conditions apply. Minimum contract of 12 months applicable. TelecomIT Ltd. 8 Arrow Court, Adams Way, Springfield Business Park, Alcester, Warwickshire. Registered in England and Wales No:04588474.

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