



netcall

your call is our call

netcall's **contact solutions** put you in the driving seat, letting you manage your calls to suit your business.

Whatever your size, our FirstContact, VirtualACD and ConnectAll solutions are simple ways to boost the efficiency of your call handling, and improve customer service too. Reap the benefits of quick start-up and flexible scalability using Netcall's hosted Intelligent Communications Platform™. Or if you prefer, we can install the solutions on your premises.

Whether you are looking to extend your existing operational capacity, or just starting to explore ways to handle your calls more efficiently, let us help you make the most of your valuable resources.

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firstcontact

It's great to have lots of customers calling you – but you need to make sure they're handled effectively. If you have multiple sites, be they contact centres, offices, stores or home workers' remote locations, managing your call flow can quickly become a challenge. Consider the risks of not getting it right. Customers call and can't get through. Or they get through to the wrong location and have to be told to redial. Both can damage your sales and customer relationships. With FirstContact, you can solve these problems without investing in hardware or software.

FirstContact gives you one number which your customers call to contact your organisation. When they ring, it greets them automatically, and gives them a short menu of routing options. FirstContact then routes the call to whatever number you have defined for that option. And if you can't answer them for any reason, you can offer a free QueueBuster callback.

Using one number helps you reinforce your brand and identity. And the impression of consistent customer care across your organisation is invaluable.

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virtualACD

VirtualACD gives you ACD functionality without up-front investment in contact centre equipment.

Unlike traditional solutions, there are no per-seat costs and you can scale up and down as your needs change.

Organisations of all sizes are increasingly distributing their calls amongst multiple locations. Whether it's off-shoring your calls after hours, diverting to an outsourced contact centre on overflow, sharing your calls amongst small offices or linking in remote home workers, VirtualACD handles the decisions you need to route your callers through to the right place at the right time.

You can choose to play all callers your standard greeting, or simply put them straight through. By adding FirstContact, you can use IVR options to further improve your call direction. And if the call can't be handled immediately, a free QueueBuster callback will keep the customer happy – and you won't lose the call.



connectall

ConnectAll is a simple-to-use, cost-effective conferencing facility for you and your remote colleagues.

Save valuable travelling time and expense by holding meetings on the phone. Or keep a distributed project team up-to-date with a quick regular call.

Uniquely, ConnectAll doesn't rely on your participants remembering to dial in at a particular

time. It puts you in control of bringing in the people you need, when you need them.

Access your ConnectAll setup screen via your PDA, mobile, or the web, and input the participants' phone numbers. ConnectAll calls you back – either immediately or when scheduled – and prompts you to start bringing in participants. Say you need a briefing call with a couple of them before the conference starts. First you press "2" and hear John's line ringing. He picks up, and you press "3" to bring in Jane. Once you've discussed your agenda, you get hold of the others.

Quick, convenient and proactive, ConnectAll lets you set up conferences on the fly, without needing prior arrangement amongst the participants. Meaning you can make conferencing a part of your daily business.

Netcall FirstContact, VirtualACD and ConnectAll can be supplied as fully-managed hosted services or as in-house equipment. These Contact solutions are part of a suite of innovative solutions on the Netcall Intelligent Communications Platform™. Netcall's additional Callback solutions and Auto-messaging solutions have a variety of applications, all of which improve productivity and enhance both staff and customer satisfaction.



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