



SIP Trunk Call Manager

The Evolution of SIP Trunks

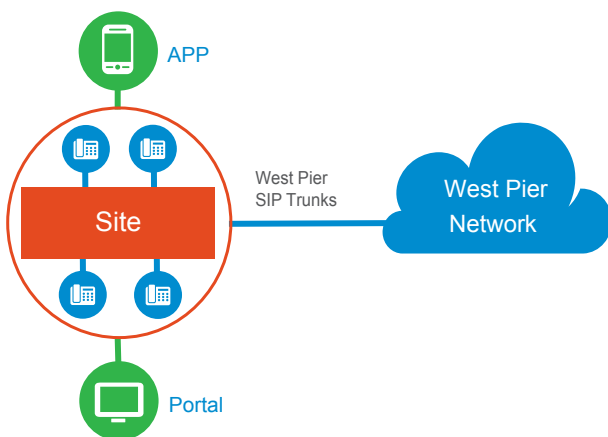


SIP Trunk Call Manager

SIP Trunk Call Manager provides you with all the benefits of West Pier SIP Trunks together with feature-rich, centralised call control. This includes our market-leading call bundles and the only fraud management tool that financially indemnifies you against loss.

SIP Trunk Call Manager offers a powerful business continuity solution, giving you the ability to manage your number estate and all aspects of your inbound calls. Consolidate all your numbers onto a single platform and never miss a call!

Typical installation



What are the benefits?

Taking SIP beyond a connectivity service, into a world of feature-rich applications - putting you in control:

- Tailored Business Continuity – never miss a call
- A direct ISDN replacement - save up to 50% on call costs
- An enhanced SIP service - giving you full and direct control of your inbound numbers
- 01, 02, 03 and 08 termination on subscribed West Pier SIP Trunks – no number translation
- One point of contact providing your SIP trunks and call management via one simple solution

Could SIP Trunk Call Manager benefit your business?

Yes, if you are in need of a solution offering powerful business continuity or the ability to fully manage your entire number estate directly via your SIP trunks.



SIP Trunk Call Manager Key features and benefits

End user control of:	Business Benefits
Geo or Non-Geo termination directly on the SIP endpoint	Terminate any 01, 02, 03 or 08 number and control via an intuitive online portal or app
Termination on number	Redirect inbound calls to achieve business continuity and flexible working
Time / day of week routing	Schedule call routing in advance according to business hours and call handling preferences
Divert on busy / out of office / no answer	Maximise call handling potential and provide improved service to the caller
Snapshot Management Information Statistics	View call handling performance at a glance and monitor inbound call handling efficiencies
Email alert on missed call	Ensure you are notified of any unanswered/engaged calls – ideal management tool for ensuring staff productivity and following up every sales lead
'One Touch' business continuity	Pre-build designated business continuity call plans for your Inbound number(s) with the ability to invoke/restore last active call plan instantly – immediate business continuity in the event of office evacuations
Date routing	Set up date-specific routing in advance – e.g. Bank holidays
SIP Trunk Call Manager app	Provides a user with quick access to key functionality and ability to view essential call stats whilst on the move and access to call plan routing changes via a handheld smartphone/device
Hunt groups	Serial, random, prioritised or simultaneous hunt group enables calls are answered by specific people or the most available person
Call distribution	Serial, hunt group and percentage-based routing enables load balancing of calls across sites or teams
Call queuing	Queue incoming calls on destination number to assist with call handling during peak busy periods. End user configurable announcements, breakout and overflow options. Live queue stats for effective queue management
Voicemail	Demonstrate great customer service by providing callers with an option to leave a message when unavailable to take their call. Customise voicemail messages to prompt users to leave details for a call back
Advanced statistics	Online access to comprehensive call statistics which enable informed business decisions. Advanced management information relating to call handling efficiencies; productivity, call patterns and caller behaviour. Data includes time to answer, call waiting time, call outcome and caller details
Push reports - Advanced statistics via email	Provides recipients with full or summarised advanced statistics reports via email for daily, weekly or monthly periods
Call Whisper agent notifications	Popular applications include: the ability for advertisers to businesses of leads they have generated for them or the provisioning of an announcement to be played to the call answering agent on call pick up which prompts them to answer the incoming call with the appropriate greeting thus providing a professional and personal impression to the caller

Combine these features with the ability to fully control all aspects of the service via a unique web based portal and App service and you get an incredibly powerful solution.

The following features are chargeable, optional extras.

Area control	Used to define call routing, based on the originating telephone number, for a pre-defined area name consisting of one or more area codes or CLI's. Custom areas are built by end user by programming the area control feature
IVR	Interactive Voice Response control feature enables creation of personalised menu announcement with up to 10 options played to the caller, each leading to defined call routing/action based on the caller's key press
Announcements	A broadcast, relaying information such as key events, offers or disaster recovery info which can be combined with an underlying call plan to play to the caller prior to the call connecting, or as a message prior to cutting the call