



in2tel



Bespoke
IVR

1800 911 800
www.in2tel.ie

0818 National Call • 1890 Local Call • 1800 Free phone
1850 Callsave • AreaCall (01, 021, 061, 071, 091 etc)

By far the jewel in In2tels crown is our ability to provide very complex call routing functions through our Bespoke IVR solution. In its simplest form this could just be a menu system – to press 1 for sales and 2 for service and for more complex requirements a fully integrated product ordering and payment system.

Our IVR solution is applied to your calls before they reach your phone system so you don't need to purchase / install any equipment, we simply apply our service to your 18xx (0818 or AreaCall) number; then route the calls through to you where and when you can take them.

Our approach has been to provide you with the ability to create / maintain your own service, so we have a series of functional building blocks, which enable you to bolt and build a unique solution for your business. Although it sounds complex, it's as simple as following a logic diagram – with the peace of mind that we are just a phone call away should you hit any difficulties.

Functional Blocks you can call on are:

- Play Audio
- DTMF Menu (single digit press)
- DTMF Capture (multi digit press)
- Time of day / day of week routing
- Area Of Origin routing
- HTTP integration (via HTTP / HTTPS)
- SMS (Send only)
- And many more.....
- Call Queuing
- Homeworking
- Call Recording
- Voicemail
- Divert on Busy
- Email (Send only)
- Percentage routing

Core to In2tels network is our Web portal which gives you access to control your service. From this portal you can change your IVR configuration, upload audios, invoke emergency routing plans and see your live call Queue stats (refreshing every 10 seconds).

This access also gives you the ability to see how many calls you received this month, this week even in the last minute and retrieve your call recordings. Ultimately it gives you an insight as to how effective you are managing your calls, along with the ability to adapt with any situation – maximising your return on marketing investment.

Service Key Points

- 1 Access to a full suite of IVR functionality.
- 2 Easy to use system (no need for specialised training – logical system layout)
- 3 No onsite expensive equipment or upgrades to your existing equipment.
- 4 Ensures that the calls you receive go to the correct destination
- 5 Hands on control and visibility of live call statistics through the easy use of the web portal.
- 6 All calls are answered in a professional way tailored to your businesses capabilities.
- 7 None proprietary IVR / CRM / Data base integration (making the most of HTTP(s) technologies).

Customer: mark@in2tel.ie [\[All calls log\]](#) [\[Customer details\]](#)

Number: 0818 332 601 [\[Call log\]](#) [\[Details\]](#)

Service type: Direct Number For Mark [\[Config\]](#)

Start of call: Welcome Message [\[Current node\]](#)

Prompt complete: Time / Day switch [\[Config\]](#)

RED: Morning Operator queue [\[Config|View queue\]](#)

 Nobody available: Hang up [\[Config\]](#)

GREEN: Afternoon / Evening Operator queue [\[Config|View queue\]](#)

 Nobody available: Hang up [\[Config\]](#)

Play Prompt 1:	Marks_welcome_message.wav
Play Prompt 2:	None selected
Play Prompt 3:	None selected
Play Prompt 4:	None selected
Play Prompt 5:	None selected
Play Prompt 6:	None selected
Play Prompt 7:	None selected
Play Prompt 8:	None selected

