



in2tel



Finder

1800 911 800
www.in2tel.ie

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

In2tel's Finder service allows you the customer to control the time and the place that calls are received at. Our platform allows your calls to follow one path when the business is open and available to take the calls and gives you the option to select up to three other time zones / destinations when it's not.

So if your business operates Monday to Friday 08:00hrs through to 18:00hrs, calls can be presented through to the office as normal, then at 18:00hrs week days through to 08:00hrs the following morning (including weekends), calls can be sent through to an on call mobile phone or Voicemail. By allowing the network to make the timed routing decisions, you are avoiding any diversion costs of calls from your office or the human error of not remembering to divert your calls.

You have the option to select up to 4 times zones. Each time zone is user definable, with time slots being shown in 15 minute segments, allowing you to choose the exact time to route your calls on, allowing you to plan how you want to distribute your inbound calls to different premises utilising your people more efficiently. Destination numbers can include office numbers, home worker number and mobile numbers.

Key to In2tels finder service is our web portal which gives you access to controlling your calls and visibility of your call statistics in real time. Advertising campaigns and your ability to answer calls can be measure in real time thus allowing you to decide what form of advertising works best for you. The web portal also allows you to make any moves and changes you require to help you answer more calls more efficiently. For example you can change the time calls go to a specific destination or easily route your calls to an out of hours call centre.

Service Key Points

- 1 All Calls are answered with a Personalised Welcome message
- 2 Up to 4 different Time zones can be specified to mimic your business opening hours
- 3 Each time zone will allow calls to be delivered to up to 4 different telephone numbers
- 4 No extra diversion charges to move calls between destination numbers
- 5 Hands on control and visibility of call statistics through an easy to use web portal
- 6 Voicemail to email system to capture any calls that you cannot answer.

Time based routing options:

UK (BST)	Monday	Tuesday	Wednesday
00:00			
01:00			
02:00			
03:00			
04:00			
05:00			
06:00			
07:00			
08:00			
09:00			
10:00			
11:00			
12:00			
13:00			
14:00			
15:00			
16:00			
17:00			
18:00			
19:00			
20:00			
21:00			
22:00			
23:00			

Multiple destinations:

Target number 1: [input] Ring time for target 1: [input] seconds

Target number 2: [input] Ring time for target 2: [input] seconds

Target number 3: [input] Ring time for target 3: [input] seconds

Target number 4: [input] Ring time for target 4: [input] seconds

Email the voicemail recording

Alternative email address: fred@fred.com

Multiple destinations:

Target number 1: 024395666 Ring time for target 1: 25 seconds

Target number 2: 0219553221 Ring time for target 2: 15 seconds

Target number 3: 063887967 Ring time for target 3: 15 seconds

Target number 4: 0913214567 Ring time for target 4: 15 seconds

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