iNet
Intelligent Networks

iNbound

making the right connection…

digitel
Business Communications

WHAT IS INBOUND?

Digitel's Intelligent network (INET) delivers our intelligent Inbound service a next generation telephony service for both geographic and non-geographic telephone numbers that provides online access to a full range of call routing, monitoring and management tools to empower your business with increased operating efficiency, reduced communications costs and enhance customer service levels.

Intelligent Inbound provides for three service options Inbound Point, Inbound Path and Inbound Pro, our intelligent Inbound service needs no capital outlay, can be set up on the network in minutes for maximum operational flexibility, and are incredibly easy to use thereby increasing the productivity of your business.

So if you're looking for feature rich network services that are scalable and cost effective without the usual capital expenditure, and you want all this through an easy to use web interface that allows you to make changes live in an instant, Digitel has the right Inbound solution for you.

THE BENEFITS OF INBOUND

Use with any number, anywhere, from any device - the service is available on both geographic (0l/02) and non-geographic (08/03) numbers and is accessed through a secure, user friendly web site that can be accessed from any device.

Easy to use - the entire service is designed to be jargon free, intuitive, and enables you to become very productive, very quickly.

Immediate to set up - everything's online and directly feeds into our network giving the ability to instantly create or make changes to call plans, announcements and other features.

No capital outlay - no setup costs means that it can be funded out of operational spend, enabling quick decision-making and implementation.

FROM SIMPLE CALL ROUTING TO ADVANCED CALL CENTRE SERVICES

INet's the right inbound service to suit your business:

INbound Point - Appropriate for the sole trader/single site business who wants to set up and change their call routing according to opening hours and staff availability.

INbound Path - Ideal for multi-site/multi-department organisations that are looking to route calls according to who the caller is, by caller's location to the nearest office or the relevant account manager. Hunt group routing across particular teams is also possible.

INbound - provides complex, reliable call centre functionality, suited to businesses that place high value on customer service and on dealing with incoming enquiries effectively without missing a call.

INET INBOUND FEATURES MATRIX

This product matrix shows which features come with each product of our Inbound services. In addition features can be bolted on to the Inbound INet Point, INet Path and INet Pro products, including advanced real time call statistics, call recording. voicemail and call whisper.

Features	iNbound POINT	iNbound PATH	iNbound PRO
Secure **Online Management** for quick and easy access	✓	✓	✓
Make informed business decisions with **Performance Statistics**	✓	✓	✓
Never miss a call with **Divert on Busy/No Answer/Failover**	✓	✓	✓
Time of Day/Day of Week Routing to suit your business hours	✓	✓	✓
Deal with weekends and bank holidays using **Date Routing**	✗	✓	✓
Load balance your calls across teams or sites with **Call Distribution**	✗	✓	✓
Tailor call routing according to your callers numbers with **Area Based Routing**	✗	✓	✓
Cope with your busy periods using scalable **Call Queuing**	✗	✗	✓
Provide callers with menu options for call routing using **Auto Attendant (IVR) Announcements**	✗	✗	✓
Measure productivity and advertising ROI with **Advanced Call Statistics**	Optional	Optional	Optional
Use **Call Recording** for audit trails, compliance or training purposes	Optional	Optional	Optional
Pick up, share and archive **Voicemail** across your sites or teams	Optional	Optional	Optional
Personalise call answering according to inbound numbers with **Call Whisper**	Optional	Optional	Optional

HOW DOES INET WORK?

You can access all our intelligent Inbound services online. The intuitive user interface is used to create inbound call routing plans that feed directly into our network for immediate activation. Using the Inet Inbound portal, you have access to your subscribed features and our service advisor's can tailor call plans to meet your individual business requirements.

DESIGN TAILORED CALL PLANS
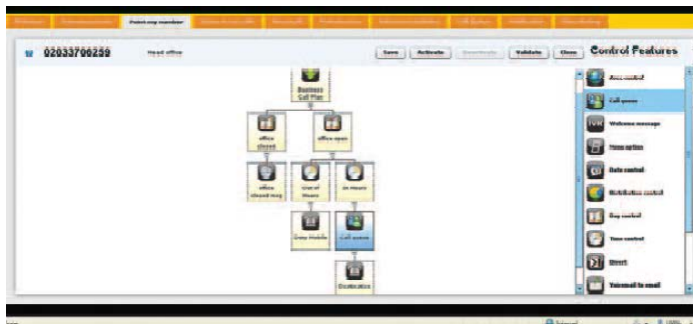
You can design call plans according to operating hours of your business, and modify instantly in accordance with your changing business needs. Schedule call routing in advance according to your business hours and call handling preferences and use call divert options to maximise your call handling potential and provide improved service to your customers.

CALL MANAGEMENT STATISTICS

Easily interpreted graphs of your inbound call statistics helps you track calls and enhance your marketing. Snapshot data provides you with results of call handling efficiencies enabling you to make informed decisions.

INBOUND CALL QUEUING
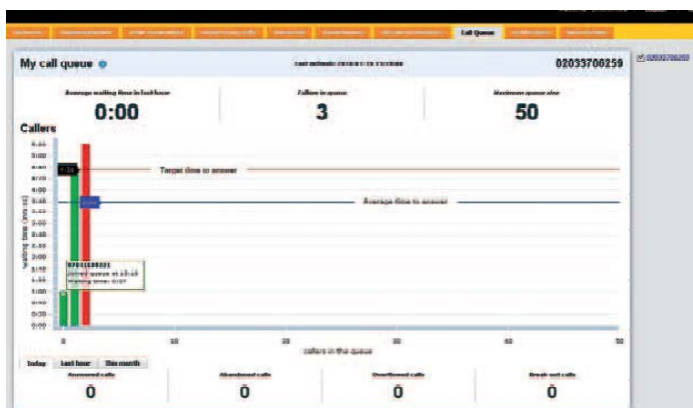
Queue incoming calls on a number at the intelligent exchange to assist with call handling during busy periods. Use live queue statistics to monitor customer service and make instant alterations to manage queue size and changes, with optional queue breakout and overflow preferences to an alternative destination, voicemail or announcement service. Project onto a wallboard to give immediate feedback to call handling agents and their supervisors.

AUTO ATTENDANT (IVR) ANNOUNCEMENTS

With **Interactive Voice Response (IVR)** you are able to upload file announcements to an inbound call plan as a way of communicating with callers. Use IVR to provide callers with call routing options and announcements to inform them of details such as opening hours and website address when the office is closed.

INET OPTIONAL FEATURES

ADVANCED CALL STATISTICS

Online access to comprehensive live call statistics allows you to see call handling efficiencies such as productivity, call patterns and caller behaviour and enables you to make informed business decisions. Data includes time to answer, call waiting time, call outcome and caller details.

CALL RECORDING

Record inbound calls for customer service, compliance requirements, or audit purposes. Provides secure online access to file storage and retrieval of all call details with a set of comprehensive search filters to play, download or delete calls according to pre-defined user login permissions.

VOICEMAIL
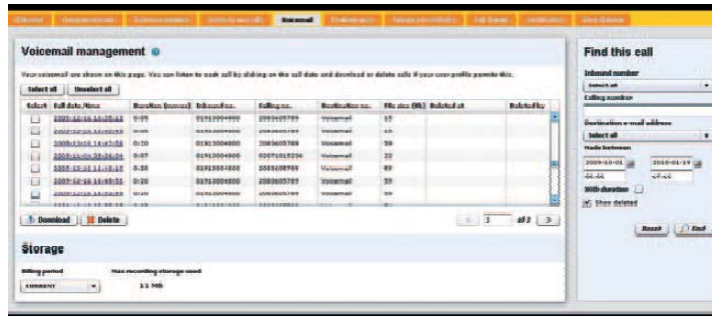
Choose to retrieve voicemails by email or online using .wav file attachments. This is a great way to maintain records and audit trails for caller's messages.

CALL WHISPER
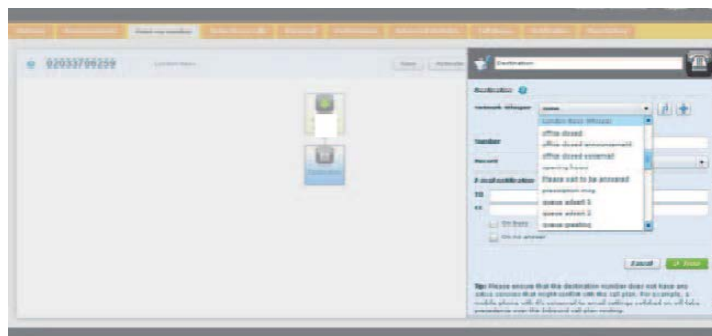
Just before a call is taken by a call centre operative a message can be played which gives further information on how to answer each call. So, if the operative is taking calls for various companies or departments they receive information on how best to answer each call, ensuring a more tailored response.

INBOUND APP

A new optional facility to enable Inbound call management from any smartphone. Great for making changes whilst on the move/in a Disaster Recovery scenario, the Inbound App provides access to key Inbound functions in addition to call history and weekly call trends.

HOW WILL YOUR BUSINESS BENEFIT?

INET Inbound products provide feature rich network services that are scalable and cost effective without the usual capital expenditure. Available as INET Point, Path or Pro, the service is easy to implement and extremely valuable to organisations looking to fulfil any or all of the following:

Achieve new levels of customer service, for example by managing callers during busy hours or automatically distributing service calls by time-of-day and day of week 24 hours a day or when the office is closed. The applications are endless.

In the event of a disaster automatically provide for business continuity by instantly redirecting calls to another site or mobile phones in fact you can activate your disaster recovery service by pressing a button on your mobile phone.


Record calls for compliance or training purposes with secure online access to file storage and retrieval of all call details, report on and improve productivity and enhance customer service support.

Provide Contact Centre services such as call centres looking to professionally handle calls for multiple clients from one location or multiple locations including home workers.

Increase the reach of your geographic served market by creating local geographic numbers in new areas. E.g. Have a local number for London, Birmingham and Manchester answered at your existing office location or use national non-geographic (08 or 03) numbers.
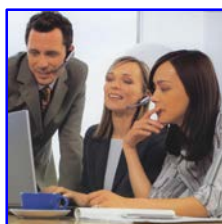
Monitor advertising campaigns and geographic response rates by time-of-day or day of week and report on the return on investment.

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