

Virtual Switchboard

Virtual Switchboard from Newstel offers you a way to efficiently deal with your incoming calls without the need for a call centre. Ideal for small businesses, or for calls which bypass a large company's call centre, Virtual Switchboard uses powerful computer technology to route or distribute calls to team members who are free, wherever they are. And, with no upfront capital expenditure, is kind to your cashflow too. Help your team work efficiently with Call Handler. Virtual

Switchboard Features:

- National number (0870/ 0845/ 0800)
- Call treatment scheduler
- Recorded announcements
- Tone IVR menu
- Intelligent call router
- Voice messaging
- Voice IVR Menu (can be used as automatic operator)
- CLID Router - calls treated according to dialling code or predefined list)
- Call Recording (voice+call data+CRM data APIs)
- Web Based Power Dialler
- Mobile Caller Interactions (SMS, vCard, Images)
- Percentage Based Routing
- Repeat Caller Treatments
- Post Code Recognition
- Location Based Services
- PSTN or VOIP Call Delivery
- Custom Built Routing Applications
- Custom Built IVR Applications
- Custom Built Speech Applications

Virtual Switchboard Benefits:

- Gives you more flexibility to treat your customers in the best way, and improve their satisfaction with their contact with you. Happier customers mean repeat business, greater profitability and happier staff.
- Offers much greater flexibility for your team, allowing them to work at home, or in other locations.
- Is easy on your cashflow. There is no capital outlay - just pay as you go.
- Will grow with your business, and handle spikes in incoming calls with ease.
- Will even store your data for you, and allows you to access it securely from anywhere.