

Remote Solutions

One to Many (Number Translation)



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The One to Many number translation service is an intelligent call handling system, designed to save businesses time and money handling high call volumes more efficiently. Calls can be directed to up to 9 different destination numbers, which can create a hunt group when other lines are busy. Each destination number you add has several facilities such as Time of Day, Call Recording, Voicemail and more. The online control panel is simple to use and responds instantly.

Features include: Call Recording, Time of Day, CLI Presentation & Present, Voicemail to Email, Missed Call Alert and Introduction, Comfort and Whisper messages.

Benefits

- 24/7 Remote access
- Cost effective
- Simple to set up & user friendly
- Secure & confidential
- Flexible

Ideal for

- Businesses with busy Sales or Order departments can ensure valuable orders aren't missed by creating a hunt group with the One to Many service. Call reports produced can assist in planning future staffing budgets.
- Customer Service and Information lines benefit from One to Many, helping improve customer satisfaction through Call Recording and monitoring live statistic and reports for time waiting, length of call and hang ups for example. Businesses can respond instantly via the online control panel.
- Companies running promotions use One to Many to monitor their success by creating a menu option on the phone menu and allocating a destination number. Live stats are monitored and analysed to determine the success of PR, advertising and promotional campaigns.

All our clients are provided with a dedicated Account Manager and the back up of an outstanding Technical Support team.

To find out more or to ask for a demonstration, call one of our team of experts on 0844 556 7888.