

Control your calls on any number,  
anywhere, from any device..



..Instant call management for smart businesses

## WHAT IS INBOUND?

Inbound is a telephony service for both geographic and non-geographic numbers that provides online access to a full range of call routing, monitoring and managing tools to empower any business with the perfect customer service.

Available as Contact Point, Contact Path and Contact Pro, Deep Blue Telecom's Inbound services need 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 capex, and you want all this through an easy to use web interface that allows you to make changes live in an instant, we have 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 (01/02) and non-geographic (08/03) numbers and is accessed through a secure user friendly website 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 Deep Blue's network giving the ability to instantly create or make changes to call plans, announcements and other features.
- No capital outlay – no set up costs means that it can be funded out of operational spend, enabling quick decision making and implementation.

## SIMPLE CALL ROUTING TO COMPLEX CALL CENTRE SERVICES

We've got the right Inbound service to suit your business:



**Contact** | Point

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



**Contact** | Path

Contact Path – suitable 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.






**Contact** | Pro

Contact Pro – provides complex, reliable call centre functionality, suited to businesses that place high value on customer service and who are looking to deal with incoming enquiries effectively without missing a call.

## INBOUND PORTFOLIO FEATURES MATRIX

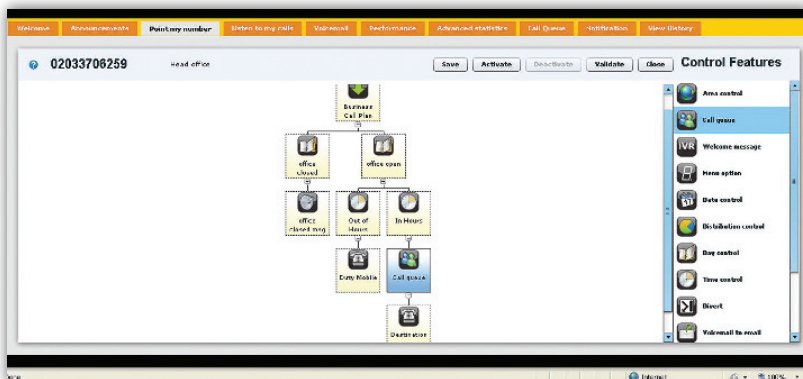
This product matrix shows which features come with each variant of our Inbound services. In addition, a range of optional features can be bolted on to the Inbound Contact Point, Path and Pro products, including advanced real time call statistics, call recording, voicemail and call whisper.

Features	 Contact   Point	 Contact   Path	 Contact   Pro
Secure Online Management for quick and easy access	Y	Y	Y
Make informed business decisions with Performance Statistics	Y	Y	Y
Never miss a call with Divert on Busy/ No Answer/Failover	Y	Y	Y
Time of Day/Day of Week Routing to suit your business hours	Y	Y	Y
Deal with weekends and bank holidays using Date Routing	N	Y	Y
Load balance your calls across teams or sites with Call Distribution	N	Y	Y
Tailor call routing according to your callers number with Area Based Routing	N	Y	Y
Cope with your busy periods using scalable Call Queuing	N	N	Y
Provide callers with menu options for call routing using Auto Attendant (IVR) / Announcements	N	N	Y
Measure advertising ROI and productivity 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 IT WORK?

You can access all Inbound services online at [www.myinbound.com](http://www.myinbound.com). The intuitive user interface is used to create inbound call routing plans which feed directly into Deep Blue's network for immediate activation. Using myinbound.com, you have access to your subscribed features and you or your service provider can tailor call plans to meet your individual business requirements.

## BUILD TAILORED CALL PLANS



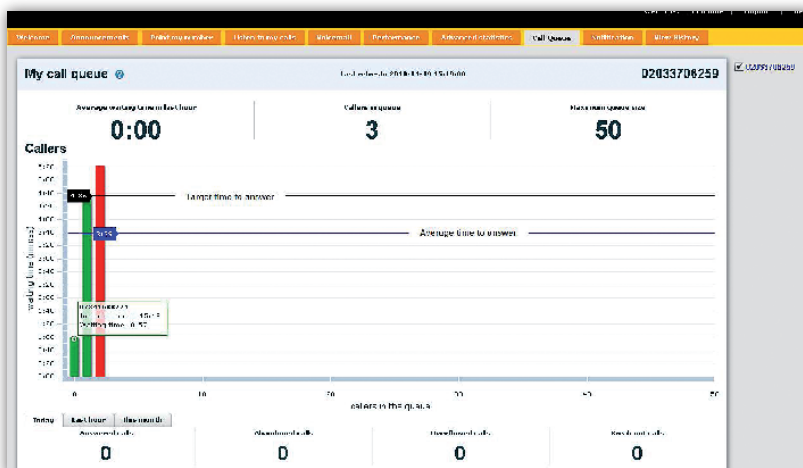
Build call plans according to your business operating hours and modify instantly in accordance with your changing business needs. Schedule call routing in advance according to your business hours and call handling preferences and use call divert options to maximise your call handling potential and provide improved service to your customers.

## CALL STATISTICS



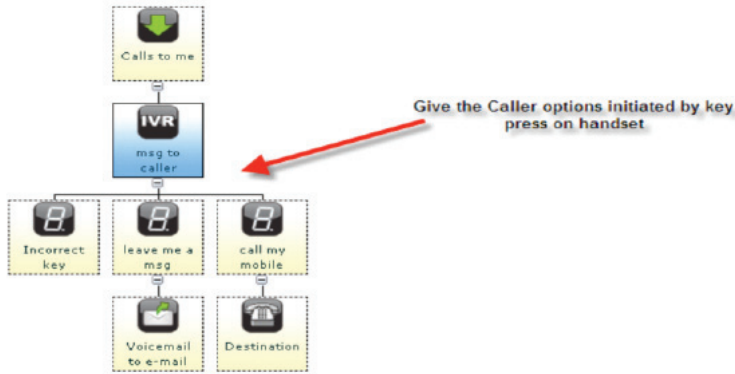
Easily interpreted graphs of your inbound call statistics helps you track calls and enhance your marketing. Snapshot data provides you with results of call handling efficiencies enabling you to make informed decisions.

## CALL QUEUING



Queue incoming calls on a destination number to assist with call handling during busy periods. Use **live** queue statistics to monitor customer service and make instant changes in terms of queue management and size with optional queue breakout and overflow preferences to an alternative destination, announcement or voicemail service. Project onto a wallboard to give immediate feedback to call handling agents and their supervisors.

## AUTO ATTENDANT (IVR) / ANNOUNCEMENTS



Interactive Voice Response (IVR) allows you 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.

## OPTIONAL FEATURES

### ADVANCED CALL STATISTICS

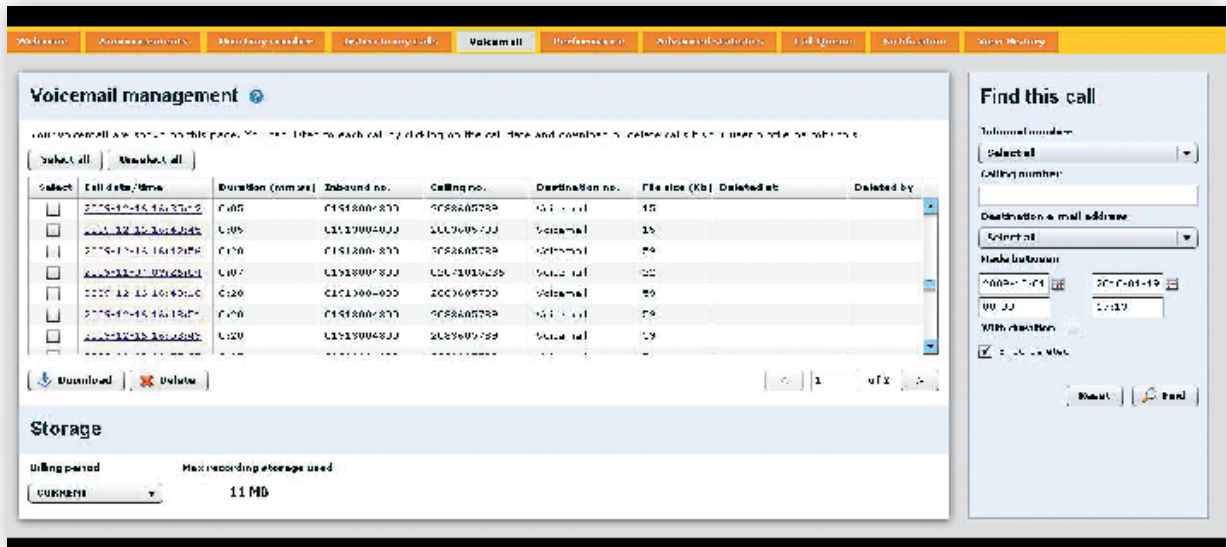
Call date/time	Duration (seconds)	Inbound no.	Calling no.	Destination no.	Outcome	Recorded	Time to answer (seconds)
2009-11-17 16:13:04	0:04	0192304000	02892605789	6777378590	Answered	N	0:04
2009-11-18 14:05:06	0:02	0192304000	02892605789	6777378590	Answered	N	0:05
2009-11-18 14:07:01	0:13	0192304000	02892605789	62083641756	Answered	N	0:09
2009-11-18 14:07:43	0:00	0192304000	02892605789	62083641756	Engaged	N	0:03
2009-11-18 14:08:04	0:00	0192304000	02892605789	62083641756	Engaged	N	0:02
2009-11-18 14:08:24	0:00	0192304000	02892605789	62083641756	Engaged	N	0:02
2009-11-18 14:08:24	0:00	0192304000	02892605789	62083641756	Engaged	N	0:02
2009-11-18 14:15:01	0:42	0192304000	02892605789	62083641756	Answered	N	0:03
2009-11-18 14:42:43	0:00	0192304000	02892605789	62083641756	Unanswered	N	0:03
2009-11-18 14:42:59	0:00	0192304000	02892605789	62083641756	Unanswered	N	0:03
2009-11-18 14:44:02	0:00	0192304000	02892605789	62083641756	Unanswered	N	0:03
2009-11-18 14:48:02	0:00	0192304000	02073605789	Voicemail	Answered	N	0:00
2009-11-18 14:49:03	0:07	0192304000	Voicemail	Voicemail	Answered	N	0:00
2009-11-18 14:49:24	1:03	0192304000	Voicemail	Voicemail	Answered	N	0:03
2009-11-18 15:16:14	0:00	0192304000	02892605789	62073605789	Unanswered	N	0:03
2009-11-18 15:16:31	0:00	0192304000	02892605789	62073605789	Unanswered	N	0:03
2009-11-18 15:16:46	0:00	0192304000	02892605789	62073605789	Unanswered	N	0:03
2009-11-18 15:19:28	0:00	0192304000	02892605789	62073605789	Unanswered	N	0:03
2009-11-18 16:04:00	0:07	0192304000	02892605789	62083641756	Answered	N	0:05
2009-11-18 16:04:43	0:00	0192304000	02892605789	62083641756	Answered	N	0:00
2009-11-18 16:05:01	0:00	0192304000	02892605789	62083641756	Engaged	N	0:00
2009-11-18 16:05:28	0:00	0192304000	02892605789	62083641756	Engaged	N	0:00
2009-11-18 16:06:20	0:00	0192304000	02892605789	62083641756	Engaged	N	0:00

Online access to comprehensive live call statistics shows you 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 compliance, customer service or audit purposes. Provides secure online access to file storage and retrieval of call details with comprehensive search filters to play, download or delete calls according to pre-defined login permissions.

## VOICEMAIL



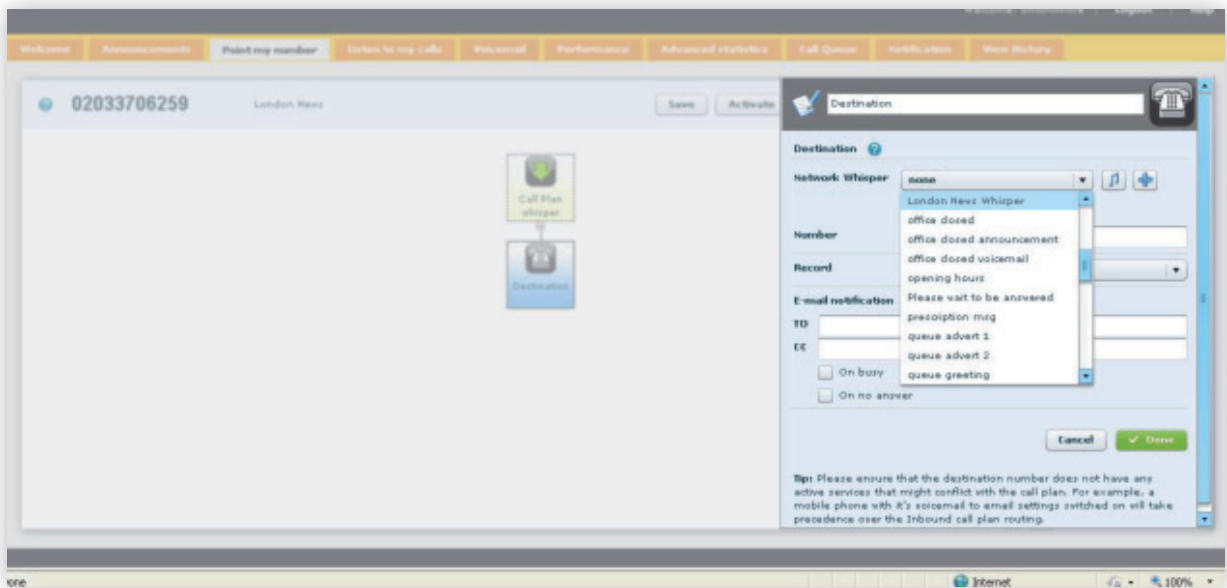
The screenshot shows a web-based interface for managing voicemails. At the top, there is a navigation bar with tabs for 'Welcome', 'Account details', 'Managing contacts', 'Related company info', 'Voicemail', 'Performance', 'Advanced statistics', 'Call Queue', 'Notifications', and 'View History'. The main area is titled 'Voicemail management' and contains a table of voicemail records. Below the table are 'Download' and 'Delete' buttons. To the right, there is a 'Find this call' sidebar with search filters for 'Inbound number', 'Calling number', 'Destination e-mail address', and 'Make listview'.

Select	Call date/time	Duration (mm:ss)	Inbound no.	Calling no.	Destination no.	File size (Kb)	Deleted at	Deleted by
<input type="checkbox"/>	2015-11-15 14:37:12	0:05	0151800-877	0688005789	0151800-877	15		
<input type="checkbox"/>	2015-11-15 14:37:04	0:05	0151800-877	0688005789	0151800-877	15		
<input type="checkbox"/>	2015-11-15 14:37:04	0:05	0151800-877	0688005789	0151800-877	15		
<input type="checkbox"/>	2015-11-15 14:37:04	0:05	0151800-877	0688005789	0151800-877	15		
<input type="checkbox"/>	2015-11-15 14:37:04	0:05	0151800-877	0688005789	0151800-877	15		
<input type="checkbox"/>	2015-11-15 14:37:04	0:05	0151800-877	0688005789	0151800-877	15		
<input type="checkbox"/>	2015-11-15 14:37:04	0:05	0151800-877	0688005789	0151800-877	15		
<input type="checkbox"/>	2015-11-15 14:37:04	0:05	0151800-877	0688005789	0151800-877	15		

**Storage**  
Billing period: CURRENT | Max recording storage used: 11 MB

Choose to retrieve voicemails online or by email with .wav file attachments. A great way to maintain records and audit trails for caller's messages.

## CALL WHISPER



The screenshot shows the 'Call Whisper' configuration interface. The main area displays a 'Call Plan whisper' icon and a 'Destination' icon. The right sidebar is titled 'Destination' and contains a dropdown menu for 'Network whisper' with options like 'none', 'London Hare Whisper', 'office closed', 'office closed announcement', 'office closed voicemail', and 'opening hours'. Below this are fields for 'Number', 'Record', and 'E-mail notification'. There are also checkboxes for 'On busy' and 'On no answer'. A 'Tip' at the bottom states: 'Please ensure that the destination number does not have any active services that might conflict with the call plan. For example, a mobile phone with it's voicemail to email settings switched on will take precedence over the Inbound call plan routing.'

Just before a call is taken by a call centre operative a message can be played giving 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.

## WHO IS IT AIMED AT?

Inbound provides feature rich network services that are scalable and cost effective without the capex. Available as Contact Point, Contact Path or Contact Pro, the service is hugely valuable to organisations looking to fulfil any or all of the following:



Excel in customer service, for example by managing callers during busy hours or when the office is closed.



Cater for business continuity in the event of a disaster by instantly redirecting calls to another site.



Record calls for compliance or training purposes and report on productivity.



Provide contact centre services such as call centres looking to professionally handle calls for multiple clients.



Create a local (01/02 number) or national (08/03 number) presence.



Monitor advertising campaigns and report on the return on investment.



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