

## Wholesale inbound non-geographic numbers & services



In Call Solutions are specialist providers of inbound non-geographic numbers and network-based call management applications.

As a virtual network operator, we supply the very latest inbound telephone services exclusively via the wholesale reseller channel. We only work through reseller partners, so we won't take on end-user customers directly and therefore won't compete with our partners for business. We remain invisible to the end-user customer at all times, allowing our partners to own and fully manage the client relationship.

ICS make providing inbound numbers and services really easy. Our 'Number Manager' web portal application interacts live with our inbound platform, allowing channel partners to self-build and self-manage every service we offer quickly and easily in real-time, without the need to place orders or having to rely on a third party to process orders and make things happen.

This is a market-leading application, allowing our partners to create and deploy simple or even bespoke complex call routing plans and services within minutes, even multi-level IVR's. Reconfiguration of numbers and services can be done instantly through the web portal, which also provides live calls-in-queue information and call reporting, as well as access to recorded calls, faxes and voicemails.

We provide fully scalable and fully managed, state-of-the-art services which offer phone system-like functionality deployed straight from the network. This offers near unlimited sales opportunities to businesses and organisations looking to improve the way in which they manage incoming calls.

All ICS services, marketing materials and sales videos are available fully branded for channel partners where required.

### FEATURES

- We only provide inbound non-geographic services, it's the only thing we do
- We are specialists in hosted inbound services, experts in our field
- Only work through reseller channel partners
- We don't take on end-user customers, so we don't compete with our reseller partners for business
- All our products and services are provided fully branded for the reseller
- Sales & demonstration videos of all ICS services
- We remain invisible to the end-user customer, allowing our channel partner to fully own and manage the client relationship
- We make selling inbound services really easy
- State of the art, phone system-like inbound services deployed from the network
- Fully managed & fully scalable services
- Self-build and self-manage all ICS inbound numbers & services through the number manager web portal
- Manage numbers & services live in real-time
- Number manager iPhone app
- No ordering! Create & deploy even complex services or call plans in minutes, without having to rely on third parties
- We provide nearly every type of telephone number available, from the UK or abroad
- Over 5 million new non-geographic numbers available
- NGN porting from all major network operators
- Port & convert BT landlines to NGN
- Full training & support

## FEATURES

- Self-build and self-manage all ICS inbound numbers & services through the number manager web portal
- No reliance on any third party
- Sophisticated web portal application which interacts live with the ICS inbound platform
- Manage numbers & services live in real-time
- You can create any type of inbound call routing plan imaginable, and connect any number to any plan at just the click of a mouse
- Build and deploy even complex new call plans in just minutes
- No ordering - create & deploy even complex services or call plans in minutes
- Live calls-in-queue information
- Wide variety of call activity reports and optional email subscriptions
- iPhone Number Manager app
- Web portal branding option, either with own or generic domain name
- Branded tutorial video's where required for end-user customers using the web portal



## Number Manager

Number Manager, available exclusively through ICS, is the new market-leading web application platform that gives channel partners the ability to self-build and self-manage all inbound numbers & services through a single web portal.

Interacting live with our inbound platform, Number Manager offers amazing functionality and control, allowing channel partners to self-build and self-manage every ICS service we offer quickly, easily and in real-time, without the need to contact us or place manual orders.

Number Manager completely removes the reliance on third parties, such as a network operator, to process orders and connect services. Numbers, network features and call routing plans, even complex services such as multi-level IVR's, can be created and made live in minutes, entirely through the portal.

Number Manager also allows for end-user access, where the client can perform certain functions based on the permissions granted. General call reporting, live calls-in-queue information, in addition to providing access to recorded calls, faxes and voicemails which are all available through Number Manager.



## ICS Number Ranges

### 01/02 UK CITY CODES

We can provide virtual area code numbers for most towns & cities within the UK, and we have a database of over 5 million available numbers to choose from. These numbers allow end-user clients the ability to have a presence in any location in the UK without needing to have a physical landline. The caller pays a normal local or national call charge. Inbound charges apply to calls received.

### 03 NUMBERS

Charged at the same call rates as standard UK 01 & 02 geographic numbers, 03 numbers are becoming very popular as one of the most customer friendly options. The caller pays a standard national call charge, with calls included in bundles and inclusive minute packages from mobile and landline operators. Inbound charges apply to calls received.

### 0300 PUBLIC SECTOR & CHARITY

0300 numbers have been restricted for the exclusive use of public sector organisations and charities. As with all 03 number ranges, the caller is charged at the same call rates as standard UK 01 & 02 geographic numbers, with calls included in bundles and inclusive minute packages from mobile and landline operators. Inbound charges apply to calls received.

### 0800 FREEPHONE

ICS provide both 0800 & 0808 freephone numbers, which seem to be more popular than ever to end-user customers. The call is free to the caller when dialling from a landline, however mobile operators generally charge a higher rate. Inbound charges apply to calls received.

### 0843 & 0844 NUMBERS

By far the most popular number range available in the UK today, These number ranges are charged to the caller at a rate of between 1 to 5 pence per minute, with 5 pence ranges commonly used. High revenue share is payable on incoming call traffic.

### 0845 NUMBERS

0845 numbers are an ever popular choice with end-user customers, and along with 0844 are the most popular numbers of choice for end-users not wishing to pay to receive incoming calls. Revenue share is payable on 0845 call traffic.

### 0870 NUMBERS

Once the most widely used number range, following Ofcom regulatory changes to pricing and revenue sharing in 2009, most users of 0870 numbers have now migrated to other number ranges to continue to enjoy the benefits of using non-geographic numbers. Inbound charges now apply on 0870 calls received.

### 0871 NUMBERS

0871 number ranges are charged to the caller at a rate of between 6 to 10 pence per minute, with 10 pence ranges commonly used. High revenue share is payable on incoming call traffic.

### INTERNATIONAL CITY CODES

We can provide virtual area code numbers for many international towns & cities around the world. These numbers allow end-user clients the ability to have a presence in locations abroad without needing a physical office or landline. The caller pays a normal local or national call charge. Inbound charges apply to calls received, with the price being specific to each location.

### INTERNATIONAL FREEPHONE

We can provide freephone numbers for many countries worldwide, allowing end-user clients the ability to market themselves and have a presence in locations abroad without needing a physical office or landline. The call is free to the caller from a landline, however some mobile network operators may charge. Inbound charges apply to calls received, with the price being specific to each location.

## IVR Auto Attendant

Channel partners have the ability to build IVR services on screen using the Number Manager web portal. IVR services can be tailored to each client individually, and allow for multi-level menu options to be created easily, with each call leg having all call plan options and network features available. Personalised audio can be recorded via either a dial-in service, using the iPhone application, or uploaded straight from a PC.

## Call Recording

Like all ICS services, Call Recording is a network-based application which can be activated instantly on any ICS number in seconds, without the need to pre-order. As this service is deployed from within the network, no hardware or software is required by the end-user customer meaning no installation is required. Fully scalable to any size organisation, large or small, this is the perfect solution for end-user customers requiring a call recording solution, without incurring a capital expenditure cost. Recordings can either be downloaded from the number manager web portal, or delivered by email or FTP at the end of each call. Call Recording is available on all ICS inbound numbers (even ported BT landline numbers), and outbound IDA/CPS call traffic.

## Call Queuing

This is a network-based call queuing application, which holds calls when destination numbers are found to be busy. This is a remote service deployed from within the ICS inbound platform, meaning no hardware or software is required by the end-user customer. This is a true queuing service, where the longest waiting caller is put through next, and offers huge capacity allowing for hundreds or even thousands of calls to be queued simultaneously where required. Calls-in-queue reporting is available through the Number Manager web portal allowing the end-user customer to see live details of their waiting calls and caller information. Queuing can be activated in seconds on any ICS numbers, as no pre-order or installation is required. Personalised audio can be recorded via either a dial-in service, or uploaded straight from a PC.

## Fax to Email

This service allows any ICS number to be converted in to a fax receiving telephone number in seconds, allowing end-users to receive faxes by email wherever they choose or may be. This is a dynamic solution available with no installation or pre-ordering, allowing for fast connection of service. End-users can have each document delivered to multiple email address at the same time, with the service able to receive virtually unlimited faxes simultaneously, meaning no engaged tones for the fax sender.



# Intelligent Network Features

## DATA CAPTURE

Data Capture offers callers the ability to respond to an automated series of questions either verbally or using their phones keypad. This is a popular service when pre-screening calls prior to connection to ensure the caller meets set criteria, reducing the physical time spent by staff. Data Capture can also be used in competitions or voting, or to gauge direct customer service feedback. Response data and recorded calls can be provided via the Number Manager web portal, or delivered by email to FTP.

## DISASTER RECOVERY

All ICS services have the ability to be re-directed to an alternative DR call plan in the event of a problem. DR call plans can be activated quickly and easily using either the Number Manager web portal or the ICS iPhone application.

## GEOGRAPHIC AREA PLAN

This feature allows end-user customers the ability to route calls to a pre-defined list of destinations based on the physical location of a caller. This is a dynamic way of distributing calls to the nearest branch or store, allowing clients to publish a single central telephone number.

## HUNT GROUPS

Incoming calls can be routed to a pre-defined list of destination numbers in turn until a call is answered or routes to voicemail, allowing for several people or teams to be offered calls in turn. Multiple Hunt Groups can operate at different times or specific days, allowing maximum flexibility. When the Round Robin feature is enabled, the hunt group sequence is re-ordered when each incoming call is received so the same destination number does not always get offered the call first, allowing for an even distribution of calls across the group.

## MID CALL TRANSFER

This feature allows answered calls to be transferred out to another destination number, regardless of where the call answerer may be, without needing another phone line or having to pay for the cost of making a second call. This is a network-based feature offering phone system-like functionality over a wide area, so is not restricted to a single location as is a PBX. This feature can be activated on any ICS number in seconds without pre-order.

## MULTI-CALL 'RING ALL AT ONCE'

As a feature option within Hunt Groups, this is a 'Ring all at once' feature allowing up to seven different destination phone numbers to ring at the same time until the call is answered, making it an ideal feature for home workers, multi-site organisations or start-up business with no phone system. All destination numbers ring simultaneously, with the first to answer taking the call. This is a network-based feature offering phone system-like functionality over a wide area, so is not restricted to a single location as is a PBX.

## RATIO CALL PLAN

A feature option within Hunt Groups, calls can be routed to a pre-defined list of locations on a percentage share basis, allowing for call distribution to be weighted across multiple sites.

## TIME & DAY

This feature allows end-user customers to route incoming calls to different destination numbers or call plans at different times of the day or days of the week. Clients can specify their open & closed times, meaning out of hours calls being treated differently, perhaps routed to mobiles or sent to an out of hours voicemail.

## VOICEMAIL

A professional voicemail service which when activated will take messages when calls go unanswered or lines are busy. Voicemail messages can be delivered in any combination of ways, either by email, FTP, and/or accessed through the Number Manager web portal.

## VOICEMAIL (OUT OF HOURS)

Out of hours callers can be offered an alternative voicemail service which is available when used in conjunction with the Time & Day feature. When a service is set to closed, out of hours voicemail will take messages which can be delivered by email, FTP, or accessed through the Number Manager web portal.



## ICS Service Packages

### Simple

- 1:1 single translation
- Voicemail

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### Advanced

- Pre-connection greeting
- Whisper announcement
- 1:1 single translation
- Hunt group
- Ring all at once feature
- Round robin
- Ratio plan
- Multiple time of day plans
- Call recording
- On-network queue
- Voicemail
- Destination number presentation
- Disaster recovery plan

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### Interactive

- Multi-level IVR
- Each call leg has the option of adding a simple or advanced service.

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### Fax to Email

- Received faxes are delivered as PDF attachments to an email inbox of your choice.

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