

One to Many



Features:

- Instant updates anytime you need
- Different message options to suit
- Divert on busy up to 5 destinations
- Voicemail options available
- 'Live' call stats available
- Call status reports available

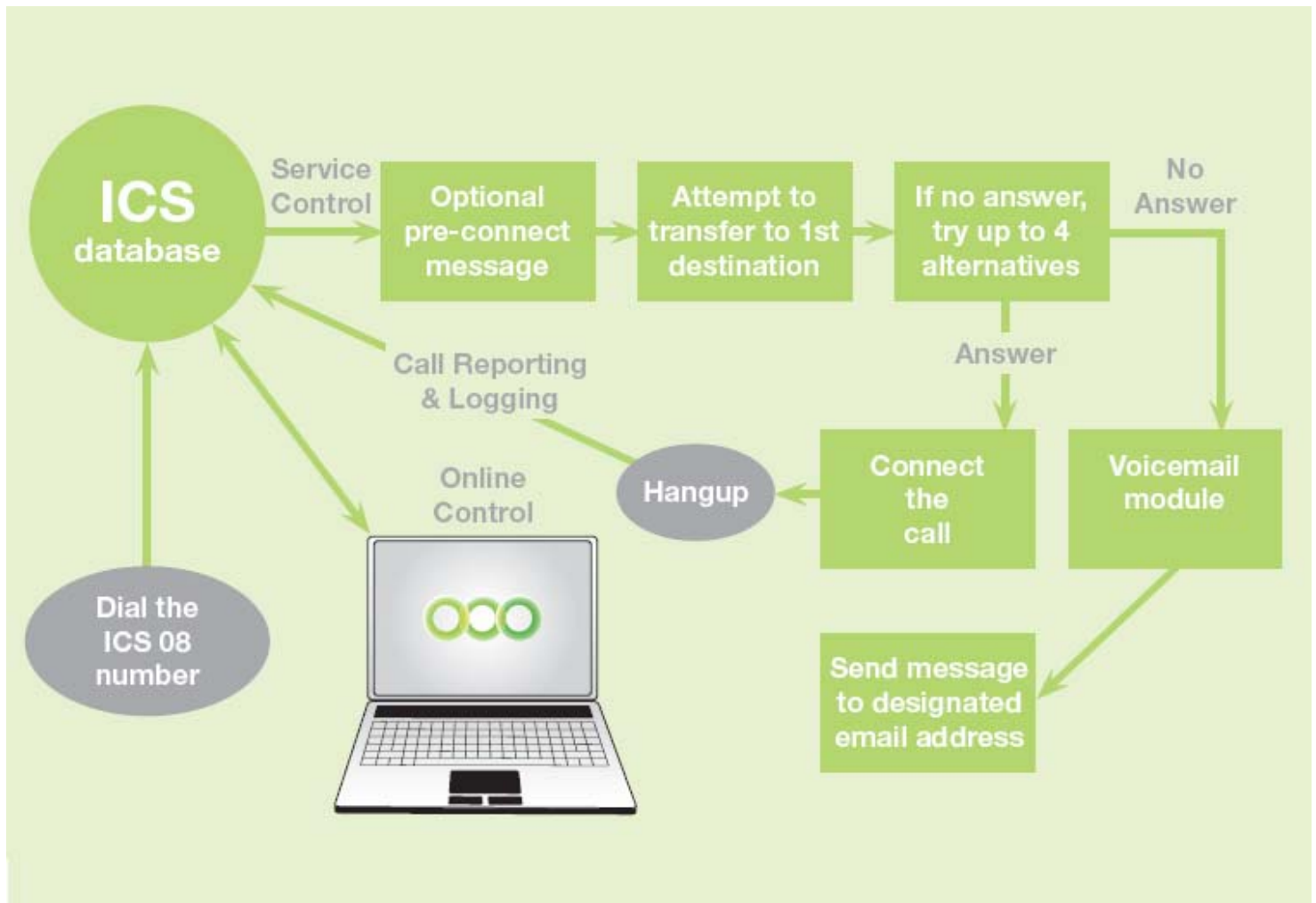
Taking the 'One to One' a step further, we also offer a 'One to Many' service, which works in principally the same way but can route calls between up to 5 different destinations, if one line is busy or temporarily unavailable. If you have staff that deal with inbound enquiries, by using this service, you can effectively operate a number of agents in a group.

As with the 'One to One' service, it is also possible to personalize these services and welcome your callers, You can either use a pre-connection greeting message that your callers only will hear, a bothway introduction that both parties will hear or, uniquely, a whisper message that heard by you only to announce who has called you.

With all of these services you can change the routing of your number instantly, or change the position of a particular destination in your call plan without the need to contact us. And they also offer a voicemail facility that can manage your calls should you not be available. Alternatively, if you don't wish to use the voicemail facility on these services, callers are simply informed that no one is currently available to take the call.

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How Do The Calls Flow?



ICS are a leading provider of inbound telecoms solutions, specialising in telemarketing numbers and IVR-based call handling, which can be implemented using our 'off the shelf' applications or can be tailored to meet any specific requirements. With years of experience in the market you can be assured that we'll provide you with a service second to none.

Our platform puts you in complete control of your inbound telephony. Pick and mix what is right for your needs. Whether you want to run a simple one-line application or a complex interactive service, we will manage your service leaving you to focus on what you do best.

For more information on the service, and a full demonstration, please call **0845 017 9000**