

One to One



Features:

- Instant updates anytime you need
- Different message options to suit
- Queue module can be added
- Voicemail options available
- 'Live' call stats available
- Call status reports available

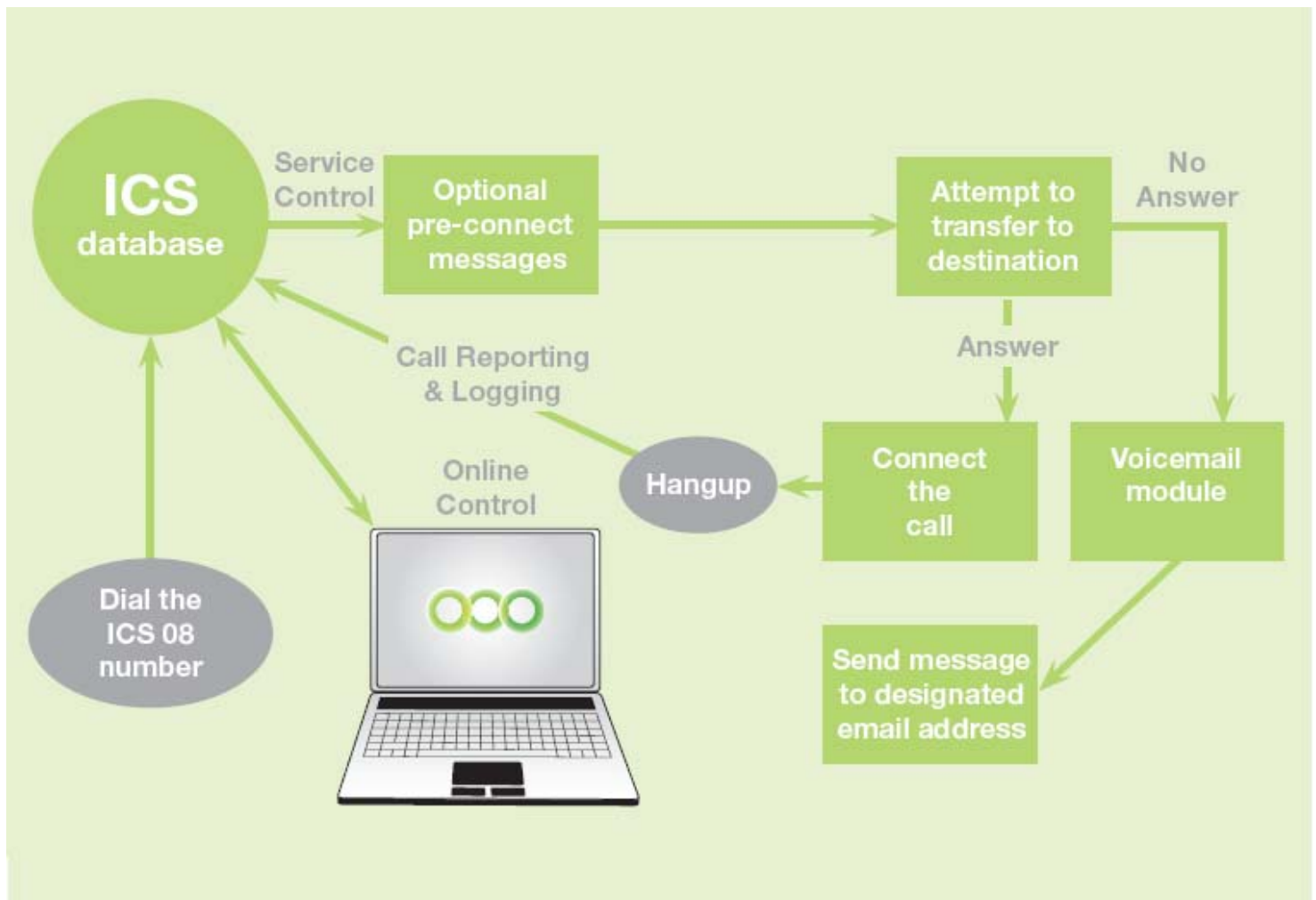
'One to One' is our most simple translation service that allows you to decide what number you receive your inbound calls on, and there a number of different versions available for you.

The 'greeting' version, as with many of our services, allows you to use a pre-recorded introduction message to welcome your callers in a professional manner. There is also a 'whisper' version that, unlike the other services that use introduction messages, it only plays out the message one way, to the call recipient. This is particularly helpful if you receive calls from multiple pieces of marketing, where knowing the origin of the call before you speak with the caller would be an advantage. Lastly, there is a version of the standard service with the added feature of a queue module, which allows you to manage your incoming calls at very busy times by placing callers on hold until you can deal with them.

With all of these services you can change the routing of your number instantly, 24 hours a day, without the need to contact us. All versions offer a voicemail option should you not be available or, 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.

One to Many

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**