

Time of Day



Features:

- Web-based updates by you
- Quick and simple to use
- Professional call connect message
- Huntgroup option to use multiple agents
- Queue and call recording options
- Voicemail options available
- Out of hours call routing
- Delivery of voicemails in wav

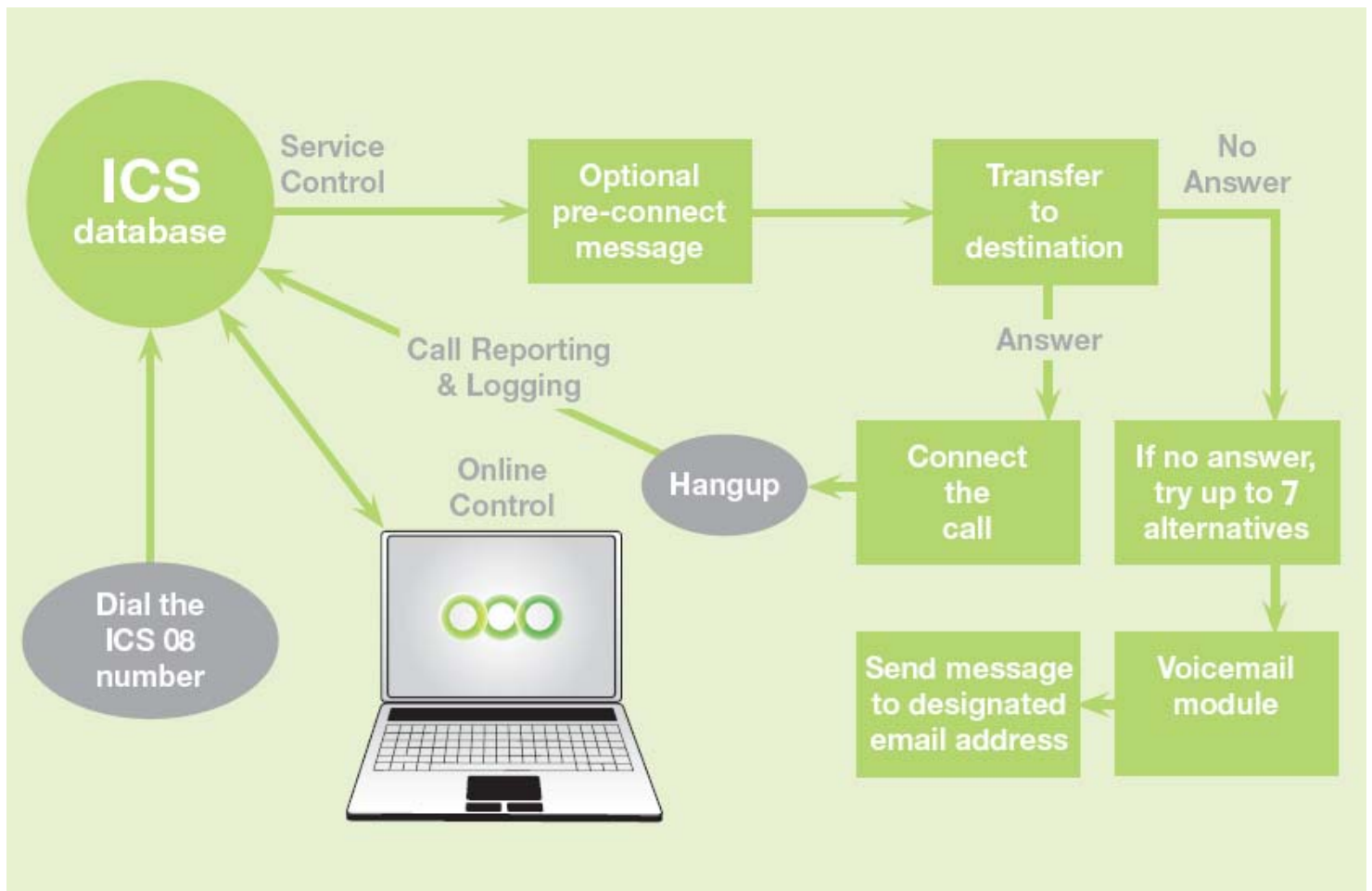
Our 'Time of Day' routing module is a simple service that allows to redirect your inbound calls depending upon the time-based rules specified in the service set up. Upon receipt of a call, the first thing the service does is to look at the normal hours settings:

- **If the time is valid – it is a normal working hour during the normal working day – then the call will be routed to the user**
- **If a call is received outside the hours of operation, the call will be diverted to the user's voicemail account**

In addition to the 'Time of Day' routing plans that can be applied, the queue module can be used or even a ratio plan that splits the calls received based on percentage. You are able to personalize the service by recording a 'welcome' introduction to your callers, but if it isn't required, simply turn it off, or alternatively use the whisper message, which is heard by the call recipient only and can be helpful if you use multi-source marketing to generate inbound call enquiries to your business. You can also divert you calls by using a hunt group and also take advantage of our call recording functionality.

Time of Day

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**