



What is Inbound?

A cloud-based telephony service for both geographic and non-geographic numbers, offering access to a full range of call routing, monitoring and management tools.

Can be accessed online through an easy-to-use web portal and through our mobile app.

Key features and benefits

- Can be used with any 01/02/03/08 number, anywhere, from any device
- Instant call management puts you in control
- Manages everyday calls and reduces costs through network-based queuing
- Business continuity built-in; keeps working in a crisis
- You can create a local and national presence, regardless of your location
- Provides ROI measurement for better marketing activity
- Ideal for flexible working - taking calls on the move
- Immediate setup - instantly create and amend call plans and announcements
- Easy-to-use, jargon free interface
- No capital outlay - can be funded out of monthly operational spend for quick decision making and implementation

Available in three variants to suit your business requirements:

Contact Point

Ideal for the sole trader / single site business that wants to set up and change their call routing according to opening hours / staff availability

Contact Path

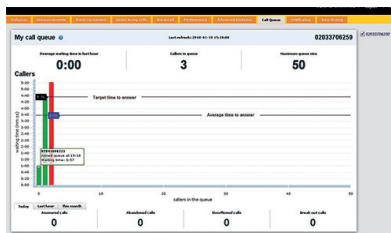
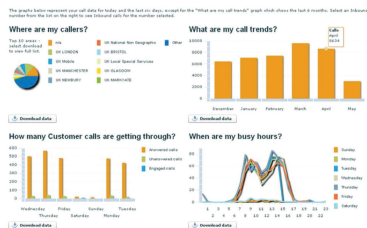
Suitable for multi-site / multi-department organisations that need to route calls according to who the caller is, by caller's location to the nearest office or the relevant account manager. Hunt group routing across particular teams is also possible.

Contact Pro

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



How does it work?



Build tailored call plans

Build unlimited call plans and modify them to suit your changing needs. Schedule call routing in advance according to preferences and use call divert options to maximise your call handling potential and provide improved customer service.

Call statistics

Easily-interpreted graphs of incoming call statistics help track calls and enhance marketing. Snapshot data provides results of call handling efficiencies enabling 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 changes on the fly. Project on a wallboard for immediate feedback to call handling agents and supervisors.

Inbound app



The app enables inbound call management from your smartphone

- Make changes on the move
- Implement disaster recovery scenario
- Access to key Inbound functions
- Call history and weekly call trends
- Compatible with most operating systems and handsets