

Reseller of Choice

IP Telephony | Lines | Calls | Data Connectivity | Broadband | IP PBX
Conferencing | Mobile | Inbound Numbers | Value Added Services

Intelligent Call Control



Call management for the smarter business

Intelligent Call Control (ICC)

Intelligent Call Control (ICC) from Frontier Voice and Data is a simple, easy to use service that provides complete, real-time control over the management of inbound numbers and call handling.

Our inbound services are sophisticated and feature rich enabling customers to fully manage their estate of inbound numbers and call handling services.

The services include single translations, divert plans, ratio plans, hunt groups, fax to email, virtual receptionist, scalable call queuing and call recording. Each service is sold individually so that customers only pay for what they really need.

Additional options include audio files for messages and comprehensive reporting.

All the services are provisioned and managed via our dedicated web platform which enables fast responses to changing business needs and real-time management.

We also provide inbound numbers (non-geographic numbers) and we can recommend a suitable number range from 0800/0808, 0844, 0845, 0870, 0871, 03XX, 09XX and local area codes.

Inbound numbers are quick and easy to set up with no capital expenditure required.

Key benefits

- Anywhere, anytime access with a secure portal
- Intuitive and easy-to-use, requires no specific IT skills
- Network-based services removing the need for capex investment
- Call management, changes and real-time deployment of numbers and services in real time
- Control over your call handling at your fingertips
- Pay only for the services you need
- Business continuity for incoming calls with call routing plans
- Improve your marketing and service with one number to call plus reporting and call stats
- Enhance sales and service with the ability to react quickly to changing demand and needs.



Text 'Frontier' to 88886 for more information



0845 301 4100



sales@fvdata.co.uk



www.fvdata.co.uk



Key service features

For further details on these features and the range of standard and advanced features available please contact our Sales Team.

One to One Translations	A single translation to a UK landline or mobile number. Single translations can be configured to route to an international destination.
Divert Plan	Divert Plans enable calls to be routed to specific numbers based on multiple time of day rules for all days including holidays.
Ratio Plan	Ratio Plans enable calls to be distributed to a number of targets based on a percentage of calls.
Hunt Group	Hunt Group enables all incoming calls to be answered utilising a range of possible options and with up to 10 targets.
Fax-to-Email	This enables incoming fax messages to be delivered as a TIFF email attachment to a pre-determined email address.
Virtual Receptionist	Virtual Receptionist enables all inbound customer calls to be automatically answered and directed to the callers required destination. This is based upon the caller using their telephone keypad to respond to menu options.
Queue	Queue enables all incoming calls to be answered and queued within the network. These routed to their target destination efficiently based on the configurable queue settings such as time zones.
Call Recording	This enables calls to be recorded and delivered to an email as a WAV file or downloaded via a secure Audio Server portal. It is charged separately.
Network Whisper	This enables the call recipient to receive a whisper prompt in their telephone earpiece just before the call is connected. Whisper prompts are recorded via the Audio Management Service.
Mid Call Transfer	This pre-configured service enables calls to be transferred to any UK landline or mobile number. Calls can be routed internationally if this feature has been activated. The service is invoked via the telephone keypad.
Dialled Number Presentation	This enables the called parties' number to be displayed to the target destination.
Management Information and Reporting	Management information and near real time statistical reporting is available via Vision, our secure portal. Call data is held for a period of 6 months and is available in CSV format.

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Choose your number

To choose your number simply identify the benefits that suit you best and contact us to build your call handling solution today.

	Free phone from landlines	Low cost to call landline	Low cost to call from mobile	Pence per minute paid to you	Specialist for vertical markets	National presence	Local presence	Memorable
0800	•					•		•
0808	•					•		•
0844		•		•		•		•
0845		•				•		•
0870						•		•
0871				•		•		•
0300		•	•		•	•		•
0333		•	•			•		•
Local 01/02		•	•				•	

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