

PHONE SYSTEM FEATURES



Call Management
& Recording

Computer Telephony
Integration – CTI

Advertising
on Hold

Boost performance, protect your business

The features on our phone systems put you in complete control and give you all the information you need to work wonders for your customers.

contact that works wonders





CALL MANAGEMENT AND RECORDING

Record, manage, analyse and control the way your business talks

Call management gives you a 360 view of every internal and external call on your system. View historical reports or real-time activity within your entire business, or focus on a specific department, team or individual employee.

All your reports can be delivered in real time and are designed using easy to understand graphics, using a dashboard that can be tailored to your needs.

There is a catalogue of predefined reports including caller tolerance, hourly call distribution, extension activity, DDI analysis and unreturned missed calls information.

You'll gain incredible insights that will work wonders with your company's efficiency and productivity.

Then there's call recording, which automatically captures every phone conversation that takes place within your organisation, allowing you to instantly replay them. This is the ultimate staff training and evaluation tool, allowing you to clarify orders and solve any potential disputes.

Quick and easy to install and use, all call recordings are stored on a searchable database, can be sent as email attachments and are compliant with UK legislation.

Call Management Benefits

- ✓ Identify missed and unreturned calls
- ✓ Verify call costs
- ✓ Identify billing anomalies and combat fraud
- ✓ Analyse resource capacity and design shift patterns
- ✓ Analyse marketing campaigns
- ✓ Identify caller tolerance

Call Recording Benefits

- ✓ **Liability:** Resolve disputes and protect your business and staff with recorded evidence
- ✓ **Quality control:** Improve employee performance and customer satisfaction
- ✓ **Security:** Detect or deter security breaches and inappropriate calls
- ✓ **Training:** Coach your employees with examples of high and low quality calls
- ✓ **Compliance:** Compliant with FSA or PCI standards
- ✓ **Audit trail:** A searchable audit log ensures all recordings are readily available

COMPUTER TELEPHONY INTEGRATION - CTI

Switch up and streamline

This incredible tool supercharges staff performance and efficiency, and transforms customer relationships.

CTI connects your telephone to your office computer, enabling users to instantly view and save all call information going to and from their telephone. Users can answer, reject, transfer or put calls on hold - all from their computer screen. If you need to transfer a call to a colleague, CTI provides a visual display of who's available and who's on another call, busy or out of the office.

Combine it with your CRM system and it's even more awesome. When a customer calls, your team sees all the CRM information on their computer so they can greet customers by name and use the additional information to begin conversations that turn interactions into relationships.

As well as dealing with inbound calls, you can easily dial from your desktop by clicking a number in your web browser or straight from your CRM database.

Features

- **Call control:** Call, answer, reject or transfer from your desktop
- **Detailed call history:** Don't miss any important calls
- **Presence:** See the availability of colleagues
- **Instant messaging:** Send quick and instant messages
- **CRM integration:** Past correspondence displayed



ADVERTISING ON HOLD



A total win-win

Advertising on hold not only increases profitability by conveying your key messages to a captive audience but it reduces the amount of callers who hang up whilst on hold. 60% of callers put on hold with no messages or music will hang up* so make sure their call is a delight, not a disaster.

We supply music on hold with every phone system we install but we can also help with creating the ads that can help transform a busy line into a sales opportunity, including scripts and voice artists. You could also use the system to save time by having messages that address FAQs about business hours, locations and directions.

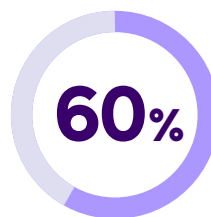
The added bonus is, you're enhancing the perception of your company's quality at the same time as selling your services.

We can also set you up with a night service to inform callers of your opening hours or an auto attendant menu to improve caller satisfaction.

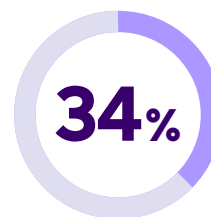
We'll create a package to suit you and the impression you want to give. We'll get you up and running within hours, there's no equipment to buy and we'll always be ready to give you any support or back-up you need.

*Electronic Distribution Today

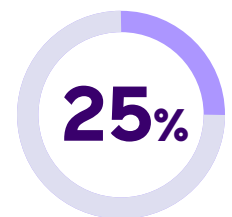
Numbers you need to know



60% of callers put on hold with no messages or music will hang up



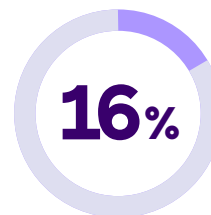
34% of callers who hang up will not call back



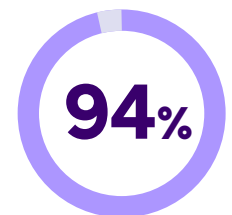
Callers stay online 25% longer with advertising on hold



You typically have 38 seconds of a held caller's undivided attention



16% of callers have made a purchase based on an 'on-hold' offer



94% is spent on getting customers to call, only 6% on call handling

We can help your business to thrive.

Give us a call and arrange your free consultation.

call: **0800 097 6543**

email: **enquiries.uk@enreach.com**

enreach.com/uk

