



Call Plus features

- **0800 FreeCall Plus**
- **0845 LocalCall Plus**
- **0870 NationalCall Plus**

Enhance your marketing numbers

Gain more control over your 0800, 0845 and 0870 numbers with Call Plus features. An advanced plan for your marketing numbers will give you increased flexibility to ensure that your incoming calls are always handled effectively.

Time dependant routing - extend your operating hours

With time dependant routing, you can forward calls to different numbers depending on the time of day, day of the week or day of the year. By routing calls to different offices, you can maximise your staff resources and give callers the ability to contact your business when it is convenient for them.

Region-based routing - advertise one number for all your offices

Region-based routing will give you the opportunity to route callers to the office nearest them. While helping your offices support a specific geographical area, this feature simplifies advertising campaigns because only one number needs to be promoted throughout the UK.

Call distribution - maximise productivity

Captillise on the human resources you have at each site with call distribution. This feature gives you the opportunity to route a percentage of incoming calls to each of your offices. This will help your business balance call loads, enabling calls to be handled quickly and efficiently.

Call forward - ensure that all incoming calls are answered

Call forward acts as your business "backup plan" to make sure that calls are always answered. When the original destination is engaged, busy or out of order, the call forward feature seamlessly reroutes your incoming calls to an alternative number. You can relax knowing that all customers can get the help they need and sales enquiries can be answered.

Call queuing and announcements - encourage callers to hold

When a prompt response is unavailable, you can reassure callers and persuade them to hold with call queuing and announcements. The messages that are played keep the callers informed. This improves people's perception of your business and facilitates customer retention. This useful feature also makes sure that your business is not flooded with calls. Calls are instead queued at the network exchange and passed to your business as lines become available.

Add Call Plus features to marketing numbers

Improve how you handle your incoming calls by adding one or more of these Call Plus features to any of your marketing numbers - 0800 FreeCall, 0845 LocalCall and 0870 NationalCall. For more information, please visit our website or contact us using the details below.

Opal product portfolio

Voice

- Telephone lines, non-geographic numbers, premium services, ISDN routing
- Call plans, cost centre billing, extension billing, call logging, telephone preference service

Mobile

- 3G, handsets, Blackberry, PDAs, data cards
- Call plans, cost centre billing

Internet

- Connectivity (narrowband, broadband, leased lines, VPNs)
- Hosting (web, database, co-location)
- Security (anti-virus, anti-spam, firewalls, content filtering)

Networking

- VPNs
- LANs, WANs, remote access
- Converged solutions

For more information on **Call Plus features** please contact us on:

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