



## Smart Call Handling Products

Gold Numbers offers a range of Smart Call Handling products which enable you to quickly and effectively assess and improve your inbound call management. You will also benefit from complete control of your call management online allowing you to implement changes at the click of a mouse.

- **Source Numbers**

0800 / 0808 Freephone  
0871 Special Rate

0845 Local Rate  
090 Premium Rate

0870 National Rate  
070 Personal

- **Number Porting**

Our wide range of porting agreements means that when you implement your Gold Numbers solution, you can normally retain your existing non-geographic phone numbers, removing the cost and inconvenience of re-advertising a new number, changing literature, business cards etc.

- **Online Call Statistics**

Gold Numbers leading Management Information System provides access to a wealth of crucial inbound call management and marketing information, available at your fingertips.

- **Online Call Management**

Web-based call management allowing you to update call plans, diverts, ratio plans etc in real time at the click of a mouse.

- **Time / Day Plan**

Automate call routing for given time periods, out of hours and special days.

- **Divert Plan (up to 3 targets)**

Diverts calls to alternate delivery numbers when the target number is engaged.

- **Ratio Distribution Plan**

Distributes inbound calls by percentage to multiple target numbers.

- **Geographic Routing Plan**

Routes fixed line callers to the nearest or most appropriate destination.

- **Customisable Announcements**

Welcome or promotional messages presented to the caller prior to delivering to switchboard.

- **Data Capture**

Allows you to capture key caller information for subsequent retrieval and integration into your systems. A good example of this would be automating brochure requests.



- **Call Queuing**

Q-Control provides you with complete control online of how calls are queued in the network.

- Set queue sizes and standard apology messages
- Set parameters by time/day
- Manage these parameters simply online
- Wide range of features including hold music, apology interval timer and voicemail routing
- View call count and longest queue time
- Real time queue time alerts delivered to your desktop

- **Virtual Receptionist**

Gold Numbers Virtual Receptionist solution is specifically designed for small and medium sized businesses enabling your company to appear as professional as your larger competitors, because first impressions count.

Our service acts like your own receptionist, directing calls to other numbers either within or outside the company, which operate like extensions.

Virtual Receptionist will not affect any of your existing telephone numbers, or any current settings you may have with existing phone equipment. The service is also easy to set up. We supply your main number (the one you advertise); record your message and direct your calls to the numbers of your choice.

- **Mid Call Transfer**

Gold Numbers Mid-Call Transfer solution will handle any calls transferred within your phone system from our exchange thus freeing up your phone lines to answer further inbound calls and enabling you to pass calls from site to site with no additional call costs being incurred.

Our solution is unique as it only uses one line as the call is transferred within our network. This means you are free to take incoming calls. You do not need new technology. Simply press the '#' key to transfer a client to a different number anywhere in the world. This means multiple sites can act as one and customer service is improved, removing the frustration of redialing to speak with another department.

- **Call recording**

Gold Numbers Call Recording solution gives you the freedom to record conversations at the touch of a button or automatically, and because all the hardware is in the network there's no need for you to purchase expensive recording equipment.

Our network based solution gives you the ability to record in and out-bound calls in three formats:

- All Calls
- On Demand
- By Percentage

Upon completion of a call, the recording is converted into an audio file which can be retrieved in two ways. It can be e-mailed to a dedicated email address or stored online and retrieved using a web browser.



## Bespoke Call Handling Solutions

Gold Numbers technical expertise can help you design and deliver complex call handling solutions incorporating bespoke call queuing, IVR, call recording and disaster recovery plans.

Our network based solutions are quick to implement with minimum disruption to your business and offer the flexibility and scalability to adapt to changing business needs. Additionally, they can be managed entirely online at the click of a mouse.

These solutions can significantly improve your call handling and call management capability, often with little or no capital expenditure.

- **Technical Expertise**
- **Bespoke Call Queuing**
- **Bespoke IVR Solutions**
- **Call Recording Solutions**
- **Disaster Recovery Plans**

## The Complete Telecoms Solution

Gold Numbers offers a complete telecoms solution. The products and services listed below are all available to enhance your existing telecoms capability and enable you to benefit from a single bill and a single point of contact.

We also guarantee an ongoing assessment of the telecoms marketplace to ensure that you gain access to the very best products and services now and in the future.

- **Advanced Online Billing Solution**

Gold Numbers leading Online Billing Solution provides instant access to a range of detailed billing data from online invoices to comprehensive reporting, available at your fingertips.

- **International Freephone**

Gold Numbers have agreements with worldwide carriers enabling international calls to be delivered into the UK. This ensures customers abroad can be directed into your UK offices and still maintain the same levels of service and management.

- **Ghost Numbering**

Present the image of a presence in any UK city or major town. We can provide most UK 01 and 02 code telephone numbers for you to receive calls on, with these calls being delivered to any UK fixed line number, a mobile phone or even overseas (subject to credit acceptance).

- **Fixed Line Rental, VoIP and Broadband Offerings**

Gold Numbers can take over you line rental, VoIP and broadband services. This gives you the opportunity to have all voice and data solutions sourced by one provider leading to single bill, single point of contact capability.



- **Homeworker Solutions**

Gold Numbers Homeworker solution helps you maximise the potential of your home-based teleworkers with the minimum of expenditure.

Homeworker enables call centre managers to take full control of the homeworker environment, by balancing call ratios between call centre based staff and remote workers.

- **Conference Call Solutions**

Gold Numbers Conference Call solution is very simple to set up. We supply you with the conference number and unique PIN access code. All you have to do is distribute the number to be called, along with the PIN access code to those delegates that will be involved in the conference.

When a caller rings they are greeted by a recorded message asking them to enter the PIN access code and record their name. Once the access code has been accepted, the caller will be introduced to the meeting, alerting existing members which new delegate has joined.

- **Professional Voice Talent and On Hold Messaging Services**

Gold Numbers work with a range of professional voice talent and on hold messaging companies which enables you to choose a voice that you believe will most suit your brand.

We can help you develop effective IVR and queuing scripts to ensure enhancement of your brand and providing maximum impact to your business image.