

Benefits

- **Improve customer satisfaction**
- **Assist company growth**
- **Reduce costs**
- **Increase profits**
- **Works with any existing telecoms infrastructure**
- **100% satisfaction SLA**



Overview

For all companies the happier the customer the more business you will get from them. Your customers' experience of your company starts the moment they contact you so why not prioritise important customer over those unsolicited calls? Through integration with your existing CRM system, Natterbox's Voice Unity service is able to prioritise calls or re-route calls to the relevant people based upon unlimited data (e.g. Customer importance, contract status, opportunity status, location, times of day, etc).

As well as routing inbound calls to the correct person, Voice Unity will also update your CRM activity logs with details of each call, including duration and content (optional voice recording) producing training and security material and call metrics from throughout your organisation.

The service works without the need for any hardware or software to be installed at your premises because it is a true 'Cloud' / 'SaaS' service.

Features

➤ Rejection of unwanted callers	➤ Optional call recording population into CRM record
➤ Dynamic routing of calls	➤ Auto create new CRM records for new callers
➤ Call prioritisation	➤ Manage outbound calling
➤ Custom messages per caller	➤ Population of CRM reporting metrics
➤ Write call 'activity' to relevant CRM record	➤ Click to dial from CRM (starting call from any phone)

Integrates with:



Description

The Natterbox call management system, operated via a simple to use online dashboard, removes the need to purchase or install any hardware or software. The service is scalable to any size organisation and, with its N+1 architecture, it offers a resilient service for any business. The service can either work with existing PBX systems or Natterbox can offer a full end-to-end service, replacing on-site systems.

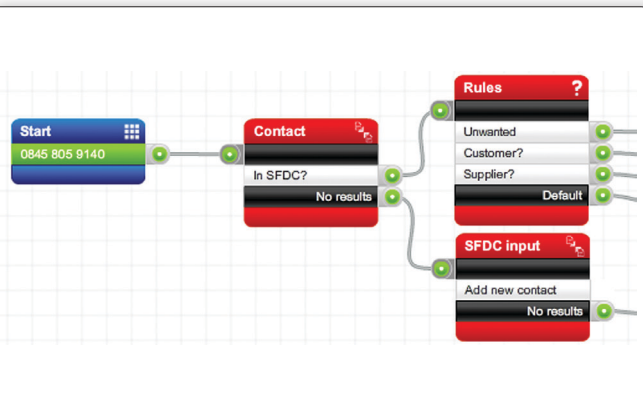
All incoming calls are categorised - such as by customer, travel company, recruitment company, supplier, etc – and, through cross referencing this information along with the extension dialed and the time, day or date, Natterbox's call management service automatically routes calls to the correct destination.

These destinations can be assigned to one or more relevant individuals, departments, extensions or locations. Delivery to these destinations can be via a PBX, PSTN device, IP device, mobile or a combination of any or all. Unwanted calls can also be terminated with or without a pre-recorded message.

In addition to routing the calls correctly, the call management service can populate a CRM system with activity details and history tables, including logs of the call and a secure link to the call recording.

As the service operates in secure datacenters and not the customer's premises, the system's in-built disaster recovery service provides additional assurance to safeguard against any on-site customer issues.

Powerful administrator interface with real-time control



Easy policy setup

Platform agnostic deployment

