



IV RESPONSE

***'MULTIPLE OPTION IVR'
SERVICES***

Innovation For Today's Telecommunications Market

PRODUCT FEATURES

- Choose from a range of non-geographic numbers. E.g. 0870, 0871.
- Compose and record your own general 'Welcome Message and Caller Options Menu' E.g. " Welcome to XYZ Ltd, Press 1 For Sales, 2 For Accounts or 3 For Any Other Departments".
- Have Each Menu option routed to up to 4 different fixed landline numbers regardless of location.
- Unanswered calls can go to voicemail and sent to an e-mail address as a .Wav or .Mp3 file attachment.
- Set up is quick and at a minimal cost with no ongoing rental charges.





08 non geographic number

BT

IV Response International Gateway

“Welcome to XYZ Ltd, Press 1 for Sales, Press 2 for Finance or Press 3 For Any Other Enquiries”

Caller Presses Option 1

Caller Presses Option 2

Caller Presses Option 3

Route EACH option to up to FOUR different UK Landline numbers anywhere in the UK

Calls Un-Answered?



E-Mail

Voicemail

Announcement



WHAT DO WE NEED TO KNOW TO SET UP YOUR SERVICE?

- Choose from a range of 0800, 0844, 0845, 0870 or 0871.
- Tell us HOW MANY OPTIONS you would like your menu to have.
- The INDIVIDUAL NUMBERS that each option is to be routed to.
- Would you like all the numbers to RING TOGETHER or in a PARTICULAR SEQUENCE?
- If you select the option to take messages then a CENTRAL E-MAIL ADDRESS that messages are to be sent to and in WHAT FORMAT, .wav or .mp3.?
- Do you want different routing options or just voicemail for 'Out of Hours' and at what times?



WHAT IF I WANT TO CHANGE SOMETHING?

We will supply you with web log in details so you will be in control of your service and be able to do the following.

- Change any, or all, your 'Fixed line numbers' as many times and how often you like!
- Change your 'Time of Day' routing as often as you like!
- Change whether you want your numbers are rung separately or all at once!
- Change the e-mail address that your voice messages are routed to!
- Switch from Voicemail to announcement whenever you like!



HOW DO I FIND OUT MORE?

Please contact the 'Account Manager' who has forwarded this presentation to you or alternatively contact us at,

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