

## Square1 Call routing Services

# Intelligent and effective Call routing

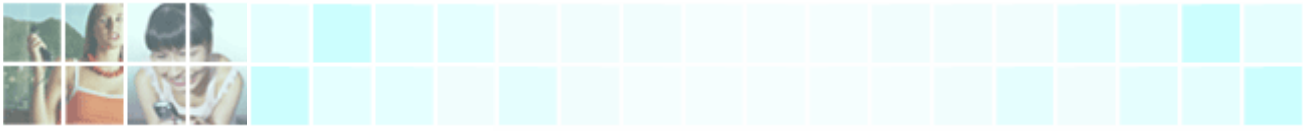
**You need all your calls answered quickly, efficiently and effectively.**

Our intelligent routing solutions allow us to help you treat every one of your customers as an individual

**Divert on busy:** diverts calls when the target number is engaged.

**Call Ratio split:** Call or % ratio distribution of calls to multiple target numbers

**Time/Day/Date Plans:** automatic call routing at selected periods of time and date.



## Call routing in detail:

### features and benefits

After implementing one of our call routing solutions you should experience the following:-

- Calls should not be missed or misdirected
- Calls should be answered quickly and efficiently, resulting in higher levels of customer satisfaction.

#### **Divert on busy**

Divert on busy manages the overflow of the calls your business receives.

Our Intelligent Network platform (IN) system automatically recognises when the destination number is unable to answer a call and reroutes it to an alternative service, The system will automatically re-route calls when:

- The line is engaged.
- There is no answer after a predetermined time.

#### **Ratio Split**

Controlling the number of calls to more than one site can be an issue. Ratio split will automatically route your incoming calls to a number of locations, distributing them according to predetermined percentage ratios.

For example: Your company advertises one phone number, site A has 80 call centre staff and site B, 20 call centre staff. Ratio Split will split the calls 80% of calls to site A and 20 per cent to site B, or as determined by you.

#### **Time/Day/Date Plan**

This plan will automatically routes calls to different offices or services according to customer requirements. Calls are routed to different target phone numbers, depending upon the time, day or date set.