



SelectVoice offers a rich suite of embedded call presentation features for deployment in the cloud, on premise or a blend of the two.



Embedded Auto Attendant

Prompts callers to self-route to the department or person they want to talk to. Automating these tasks can save both staff resources and ensures callers reach their desired location in the most efficient manner. Auto Attendant is offered as standard within SelectVoice.



In-Queue Announcements

Allow for ease of recording for call In-Queue messaging. Callers can be ringing a defined ring group whilst receiving an announcement message. A further announcement message can be applied should callers remain In-Queue which is then repeated after predetermined ring timers expire.



Flexible Call Distribution

Calls to ring groups/departments are first monitored for time of day routing e.g. in or out of office hours. Calls are presented as either All, Rotary or Sequential ring patterns to a specified user(s). If the users(s) are not available the calls can skip immediately or wait for a predetermined timer to expire before moving onto additional users. This process can be repeated.



Department Voicemail

Can be used to support users during busy periods, or out of hours only. The voicemail can be configured to provide information only, or allow the caller to leave a message. New messages, missed calls to departments etc. are clearly identified to specific users for ease of callback or prioritising a list when listening to voicemail.



Group Membership

Allows users to specify what hunt groups they are taking calls for, this advanced feature is a facility of the Splice.com PCS phone and softphone range and is ideal for reception staff, busy departments whereby staff numbers need to be increased or decreased due to call volumes.



Advanced Queue Options

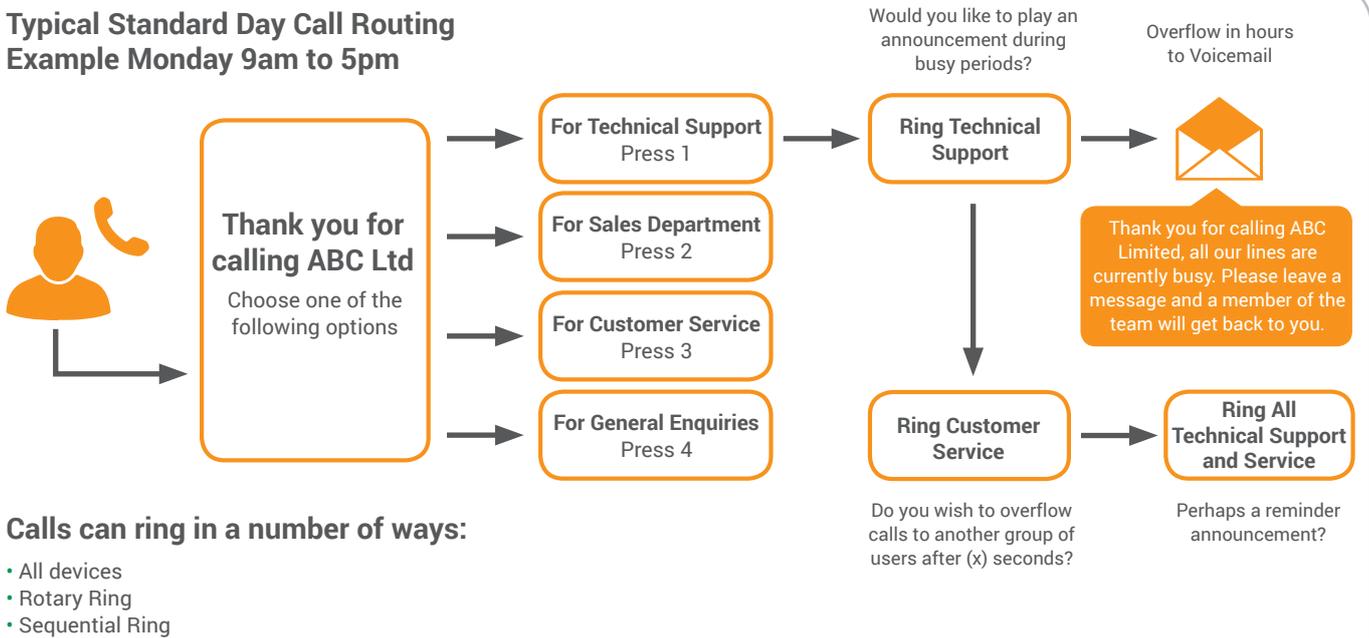
Include caller notification of time and position in queue, estimated time to answer and Customer Callback, which allows the caller to be called back when their call reaches the top of a queue.



Customer Callback

Increases customer satisfaction and retention for busy inbound call centres, help desks and service organisations. Instead of holding callers in a busy queue, Customer Callback allows the option for them to hang-up and be called back automatically at the time that they would have reached the top of the queue. Callers can choose to be; called back on their current number, enter a number to be called back on, or re-enter the queue. If the original caller is engaged when the callback is placed, Customer Callback will attempt a pre-configured number of retries, before it gives up.

Typical Standard Day Call Routing
Example Monday 9am to 5pm



Typical Standard Day Call Routing
Example Monday After 5pm

