

AAPT VOICE INBOUND VOICE SOLUTIONS



So much of business today still relies on person to person communications. Our inbound voice solutions make it easier for customers to reach you, provide flexible call routing options and enable you to tailor the right solution to your needs. They also offer a highly effective call management tool.

1 MAKE IT SIMPLE FOR CUSTOMERS TO REACH YOU.

Our inbound voice solutions remove barriers to communication. Customers can contact you on one number from anywhere in the country and do so on easy to remember numbers at little or no cost to them.

One number, multiple markets

Customers can call you on a single number irrespective of their geographic location. You can retain this number regardless of where you're based or how many sites you have. And with number portability you can retain your inbound service when you make the move to AAPT.

13, 1300 and 1800 numbers

These numbers are easy to remember and accessible from anywhere in Australia without cost or at a reduced cost for callers (excludes calls from mobiles). This makes it easier to establish and maintain business relationships.

Increase market reach

A single number enables you to increase market reach and save on advertising complexity by standardising your message across geographic areas.

2 MANAGE CALLS WITH INTELLIGENT, FLEXIBLE CALL ROUTING.

Our Intelligent Network platform lets you combine routing capabilities/features to deliver flexible and powerful call routing solutions to your business.

1. Improve productivity and responsiveness

Flexible routing options enable you to redirect calls to your nominated offices and to efficiently manage your call volumes. This enables you to free up staff and better allocate resources according to work priorities.

2. Business factor routing

You have the flexibility to manage inbound calls based on business factors such as where the calls originate from and the time of day, day of year or seasonal operational factors.

3. Origin-based routing

You can send calls to your nominated office based on various business decisions. For example, you can route calls depending on which state, post code, exchange or call district they originate from. With Mobile Location Identifier (MoLI) you can also manage calls from mobiles.

3 MAKE CHANGES 24*7 WITH ONLINE SELF MANAGEMENT.

Our Call Plan Manager enables you to manage your routing 24 hours a day, 7 days a week via our online interface.

Optimise your routing

You can accommodate changing business conditions by making answer point changes and performing other call routing modifications whenever you wish. For example, you can choose call overflow management to limit congestion during busy periods and ensure calls are answered if numbers are busy or there is no answer.

Disaster recovery

The Call Plan Manager is an invaluable tool to assist with disaster recovery situations. In an emergency situation, you can use the 'dynamic switch' feature to direct incoming traffic down a particular path to ensure service redundancy. For example, if your PABX went down you could direct calls to a separate number so that they are still answered, allowing customers to contact you as if nothing had happened.

Contact AAPT to find out more about our range of inbound voice solutions and how we can help your business.

PRODUCT SPECIFICATIONS

Service	Inbound Voice Solutions
Service Type	13,1300,1800, Presence or International Toll Free Service (ITFS)
Coverage	Nationwide within Australia and within select international countries for ITFS.
Features	24X7 Online Moves, Adds, Changes (MACs); Origin Based Routing (State, Exchange Service Area, Charge District Area, Post Code, MOLI – Mobile Location Identifier); Call Overflow; Call Splaying; Time of Day, Day of Week, Day of Year; Selection Dependant Routing; Customised Voice Response (CVR).
Reporting	AAPT Online Bill Analyser

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