



AT&T TOLL FREE ADVANCED FEATURES

ROUTING FEATURES

DAY MANAGER AUTOMATICALLY ROUTES TOLL-FREE CALLS TO A DIFFERENT LOCATION(S) OR ROUTING ARRANGEMENT(S) BASED ON THE DAY OF THE WEEK.

TIME MANAGER AUTOMATICALLY ROUTES TOLL-FREE CALLS TO A DIFFERENT LOCATION(S) OR ROUTING ARRANGEMENT(S) BASED ON THE TIME OF DAY.

COUNTRY CODE AUTOMATICALLY ROUTES TOLL-FREE CALLS FROM INTERNATIONAL DESTINATIONS TO A ROUTING PRE-ARRANGED DOMESTIC LOCATION(S) OR ROUTING ARRANGEMENT(S) BASED ON THE CALLERS' COUNTRY CODE.

AREA CODE ROUTING ROUTES TOLL-FREE CALLS TO DIFFERENT LOCATIONS OR ROUTING ARRANGEMENTS BASED ON THE AREA CODE OF THE CALLER.

EXCHANGE CODE WORKS WITH AREA CODE ROUTING. AUTOMATICALLY ROUTES TOLL-FREE CALLS BASED ROUTING ON THE CALLER'S AREA CODE (NPA) AND LOCAL EXCHANGE (NXX).

CALLER RECOGNITION ROUTES TOLL-FREE CALLS BASED ON THE CALLER'S 10-DIGIT TELEPHONE NUMBER. INTENDED ROUTING FOR SPECIAL HANDLING REQUIREMENTS OR "EXCEPTION ROUTING" APPLICATIONS.

QUICK CALL ALLOCATOR ALLOCATES TOLL-FREE CALLS TO DIFFERENT CALL CENTERS OR ROUTING ARRANGEMENTS BASED ON PERCENTAGES OF CALL VOLUMES. CHANGES CAN BE MADE IN NEAR REAL-TIME.

ANNOUNCEMENT FEATURES

CALL PROMPTER ROUTES CALLS TO DIFFERENT LOCATIONS/ROUTING ARRANGEMENTS BASED ON A CALLER'S RESPONSE TO A VOICE MENU OR ANNOUNCEMENT. CALLERS PRESS OR SAY THE APPROPRIATE NUMERIC RESPONSE AND THE CALL IS ROUTED ACCORDINGLY.

ENROUTE PLAYS A CUSTOMIZED MESSAGE TO THE CALLER AT A SPECIFIED POINT DURING THE CALL. ANNOUNCEMENT FOR EXAMPLE, "THANK YOU FOR CALLING XYZ COMPANY, PLEASE HAVE YOUR ACCOUNT NUMBER READY."

COURTESY RESPONSE NETWORK BASED CUSTOMIZED ANNOUNCEMENT (INFORMATIONAL ANNOUNCEMENT) TO THE CALLER PRIOR TO TERMINATING THE CALL. FOR EXAMPLE, "THANK YOU FOR CALLING XYZ COMPANY. OUR OFFICE IS CURRENTLY CLOSED. PLEASE CALL AGAIN DURING OUR NORMAL BUSINESS HOURS, MONDAY TO FRIDAY, 8AM TO 5PM EASTERN TIME."
CAN SUPPORT RECORDED MESSAGES DURING AN EMERGENCY, INCLEMENT WEATHER, ETC.

REDIRECTION FEATURES

ALTERNATE DESTINATION PRE-ANSWER FEATURE – AUTOMATICALLY RE-ROUTES CALLS TO A PREDEFINED LOCATION ROUTING WHEN A BUSY OR RING NO ANSWER CONDITION IS DETECTED AT THE PRIMARY LOCATION. IDEAL FOR HIGH CALL VOLUMES.

NEXT AVAILABLE PRE-ANSWER FEATURE – ROUTES CALLS (UP TO 99 LOCATIONS) WHEN THE PRIMARY AGENT ROUTING LOCATION IS BUSY. CALLS AUTOMATICALLY RE-ROUTE TO THE FIRST AVAILABLE TERMINATION IF THE PRIMARY IS BUSY, BASED ON PREDETERMINED CALLING THRESHOLDS. CHANGES CAN BE MADE IN NEAR REAL-TIME.

NETWORK QUEUING WORKS WITH NEXT AVAILABLE AGENT ROUTING. PLACES THE TOLL-FREE CALL "ON HOLD" IN THE AT&T NETWORK UNTIL AN AGENT IS AVAILABLE. PLAYS A CUSTOMIZED ANNOUNCEMENT AND PROVIDES ABILITY TO REDETERMINE HOW LONG A CALL WILL REMAIN ON HOLD.

TRANSFER CONNECT POST-ANSWER FEATURE (NETWORK BASED) - ALLOWS THE CUSTOMER TO REDIRECT TOLL-FREE CALLS TO ANY DOMESTIC TOLL-FREE OR POT'S NUMBER VIA A SINGLE ACCESS TERMINATION. THERE ARE THREE CALL HANDLING OPTIONS: COURTESY TRANSFER, CONSULT & TRANSFER, AND CONFERENCE & TRANSFER. SUPPORTS BOTH LIVE AGENTS AND INTERACTIVE VOICE RESPONSE DEVICES.

CONTROL FEATURES

SELECT ROUTING CREATE AND STORE UP TO SIX DIFFERENT ROUTING PLANS FOR EACH TOLL-FREE NUMBER. CUSTOMERS CAN ALTER THEIR ROUTING PLANS FOR SPECIFIC SITUATIONS OR CIRCUMSTANCES. IT IS FLEXIBLE TO RESPOND TO PEAK BUSINESS ACTIVITIES, HOLIDAY STAFFING NEEDS, OR DISASTER/CONTINGENCY PLANNING.

"ROUTING ON DEMAND" MAKE CHANGES TO YOUR ROUTING PLANS IN LESS THAN 5 MINUTES! BETTER UTILIZE RESOURCES, COMPLETE MORE CALLS, AND EXPERIENCE BETTER SERVICE.

ROUTE IT! A PC-BASED NETWORK MANAGEMENT TOOL THAT PROVIDES THE ABILITY TO DESIGN, EDIT, AND SCHEDULE ROUTING PLANS AND MAKE DYNAMIC & FREQUENT CHANGES IN A MATTER OF SECONDS.

TOLL-FREE ROUTING A NETWORK MANAGEMENT TOOL THAT OFFERS WEB-BASED ACCESS TO SPECIFIC ROUTING CONTROL CHANGES AND NETWORK INFORMATION. SIMPLE SOLUTION TO INVOKE DISASTER RECOVERY PLANS.