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Call Router

The Right Calls to the Right People at the Right Time

Your callers want to spend as little time waiting and go through as few steps as possible when they contact your business. You want to minimize call times to keep your telephone bills as low as possible. With Call Router, you and your customers get what you want.

Optimizing business communications and customer interactions starts with intelligence.

- With Call Router, your business rules combine with specific caller information to deliver calls to the appropriate destination within your organization.
- Call Router uses caller information, such as Caller ID and schedules, to automatically route calls to a particular person, call group, or automated application to improve service and satisfaction while minimizing call times.

Here's a Couple Practical Examples

- Your business has a group of sales agents who serve the top 10 percent of your customers. When these customers call, Call Router can automatically send them to your top sales group, decreasing hold times and transfers and providing the enhanced service your top customers expect. This is accomplished without offering a new toll-free number, which could confuse your best customers and leak out to unqualified callers.
- You have a group dedicated to helping callers with past due accounts. With Call Router, those callers can be immediately sent to that group, without tying up a sales agent who will have to transfer the call, or taking your administrative staff away from their other duties. Best of all, your past due customers can get the help they need to bring their accounts current without having to navigate the system or repeat their information to multiple agents.

Individualized Service for Every Caller

Call Router's powerful translation database can associate multiple telephone numbers with the same account. If a customer calls you from his or her work, home, or mobile phone, Call Router accesses the required information and routes the call as if there were only one telephone number involved.

Screen Pops for Maximum Efficiency

Used in conjunction with Call Manager, Call Router supplies automatic screen pops of customer information to agents as they answer the call. This improves your call handling efficiency and customer service, since callers don't have to supply—or even worse, repeat—their identification information over and over.

When you cut seconds off every call, your agents are free to handle higher volumes, or you can handle the same volume with fewer people, all without reducing your level of service or attention to each call.

Archiving the Calls that Matter Most

Does your organization keep an archive of important calls? Using Call Router with the OAISYS® Talkument and Tracer call logging and recording solutions, you can store every call, every time.

Call Router can tag those calls that should be archived based upon your business requirements. You'll capture the calls you need for posterity to improve accuracy, reduce liability and provide valuable, real-time call records to help train your agents in your business' best practices.

SPECIFICATIONS

Routing Points	Up to 5 directory numbers to assign the different routing information database
Database Integration	Microsoft Access file (standard), ODBC (option)
Application Integration	Voice Assistant (Caller ID/Account code prompt)
Number of Caller IDs	Unlimited (limited only by the database)
Number of Schedules	Unlimited (limited only by the database)



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