

Intelligent Assistant

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This capability has been proven to dramatically reduce the abandoned call rate through the use of alternative contacts and team working features to ensure the call is answered appropriately without continuous diverts being put in place.

This service also allows Manager/Secretary working. A secretary can handle calls on behalf of one or more managers when they are unavailable, irrespective of the manager's or secretary's location. This helps the company maintain a professional communications image.

Increasing Business Effectiveness intelligent Assistant services will:

- Reduce the abandoned call rate which can often result in increased revenue.
- Enhance call handling experience for customers/suppliers by increasing the chance of getting directly to someone who can help them with their call.
- Create efficient secretary/manager call management and maintain the company's professional image without the need for a dedicated secretarial function.
- Enable powerful teamwork capabilities - allowing geographically dispersed teams to act and be seen as a single entity by the caller.
- The solution supports location independent working such as home working, 'hot desking' and workspace-sharing. This can save on facility costs and ensures the user's location does not affect their ability to be contacted or receive appropriate calls.

Optional Upgrade: TeamNumber

With TeamNumber, individuals spread across a wide geographic area can handle incoming calls as a virtual team by registration to a virtually limitless number of telephone handsets - internal, external, fixed or mobile - on any network at any worldwide location. Use of TeamNumber dramatically increases the probability of the call being answered by the right person in the first instance. This provides a very effective method of implementing virtual teams without any restriction of geographical location.

The Hosted intelligent Assistant service greatly increases the chance of calls being answered and reduces abandoned calls (caller hang-up).

The caller never encounters 'busy' or 'no answer'.



The intelligent Assistant Service includes the full intelligent Number feature set plus the following features and benefits

Feature	Description	Benefit
Alternative Contacts	Where the iA user is busy on another call or unable to answer, a call may be passed automatically, to a designated Alternative Contact - an individual or a team.	<ul style="list-style-type: none"> Increases the number of calls answered and reduces the abandoned call rate. Calls are answered promptly and the caller never encounters 'busy' or 'no answer'
Manager/Secretary Working	The Manager/Secretary feature provides for the secretarial filtering of a manager's calls. All calls to the manager's number can be automatically routed to the secretary.	<ul style="list-style-type: none"> A secretary can answer calls on behalf of one or managers in a professional manner, irrespective of location.
Call Announcements	Calls can be announced, by whispering who the call is for, to individuals, team members and secretarial staff.	<ul style="list-style-type: none"> Informs users of who the call is intended for so they can answer in the appropriate manner.

Additional Value Added Capabilities:

Team Number	This facility allows the iA user to be a member of more than one team - any size and with members ranging over a wide area. You can configure how calls are distributed within each team.	<ul style="list-style-type: none"> Ideal for bringing staff together who work at different locations, home workers or people on the move.
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Upgrade Options

The iA service is used in conjunction with iN and is part of the suite of hosted business applications and so can be extended with other modules to meet changing business needs.

Easy Access

The iA service can be managed either via a telephone handset or through a graphical interface using Web Assistant.

Pick A Number!

You can use an existing number and forward this to a Spectrum Coms Number or you can choose from our range of geographic and non-geographic numbers to suit your target market.

The image displays two screenshots from the iA service web interface. The left screenshot, titled 'Registration', shows a form with the following fields: Status (set to 'Available'), Call Routing (set to 'Telephone'), Locations (set to 'D1-Home'), Phone number (set to '01162792400'), Fax number (empty), Alternative 1 (set to 'No alternative set'), and Alternative 2 (set to 'No alternative set'). The right screenshot, titled 'Messages', shows a list of messages with columns for Sender, Date/Time, and Length. The messages listed are: Richard Spencer mobile (10/01/05 13:22, 19s), Spencer, Richard (10/01/05 12:52, 7s), Unknown (10/01/05 12:13, 24s), Unknown (16/11/04 12:41, 30s), Johnson, Kevin (26/11/04 10:37, 101s), Unknown (15/11/04 18:47, 65s), and Unknown (28/07/04 14:02, 1s).

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