

➤ Inbound Non-geographic Numbers & Services



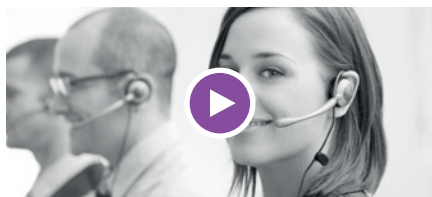
Connected World are specialist providers of inbound non-geographic telephone numbers and network-based call management applications, helping you control how, where and when you deal with incoming calls.

We supply a vast portfolio of virtual, non-geographic telephone numbers not just from within the UK, but from countries all around the world. We also provide a wide range of fully scalable and fully managed, network-based call features which provide phone-system like functionality deployed remotely, allowing you to manage and control incoming calls most effectively.

Our 'Number Manager' web portal application interacts live with the inbound platform, allowing you to self-manage and control all numbers and services in real-time, all at the click of a mouse. Every inbound service we offer can be user-controlled, quickly, easily and in real-time, without having to wait for someone to process requests for things to happen. Reconfiguration of numbers and services can be done instantly through the web portal, which also provides live queued calls information and call reporting, as well as access to recorded calls, faxes and voicemails.

Our inbound platform is a market-leading application, allowing services to be created and deployed often within minutes, even complex call plans and multi-level IVR's.

We provide state-of-the-art services which offer phone system-like functionality deployed straight from the network. This provides feature-rich applications, enabling you to quickly and easily improve the way in which inbound calls are managed, with zero capital expenditure cost.



To discover more about this service please see the online video presentation.

➤ Features

- Specialists in inbound non-geographic services
- Phone system-like inbound services deployed from the network
- Fully managed & fully scalable services
- Manage numbers & services live in real-time
- Number manager iPhone application
- IVR Auto Attendant
- Call recording
- Network-based call queuing
- Fax to email
- Telesafe™ PCI DSS compliant telephone card payment solution
- Hunt groups, ratio & multi-call routing plans
- Time & day call plans
- Network voicemail
- Geographic area plans
- Data capture
- Disaster recovery feature
- We provide numbers from the UK and abroad
- Over 5 million new non-geographic numbers available
- Number porting from all major network operators
- Port & convert BT landlines to non-geographic

0800 FreePhone

Connected World provide both 0800 & 0808 freephone numbers, which seem to be more popular than ever. The call is free to the caller when dialling from a landline, however mobile operators generally charge a higher rate. Inbound charges apply to calls received.

0333 Numbers

Charged at the same call rates as standard UK 01 & 02 geographic numbers, 0333 numbers are becoming very popular as one of the most customer friendly options. The caller pays a standard national call charge, with calls included in bundles and inclusive minute packages from mobile and landline operators. Inbound charges apply to calls received.

0300 Public Sector & Charity

0300 numbers have been purposely restricted for the exclusive use of public sector organisations and charities. As with all 03 number ranges, the caller is charged at the same call rates as standard UK 01 & 02 geographic numbers, with calls included in bundles and inclusive minute packages from mobile and landline operators. Inbound charges apply to calls received.

01/02 UK City Codes

We can provide virtual area code numbers for most towns & cities within the UK, and we have a database of over 5 million available numbers to choose from. These numbers allow the ability to have a presence in any location in the UK without needing to have a physical landline. The caller pays a normal local or national call charge. Inbound charges apply to calls received.

0845 Local

0845 numbers are an ever popular choice, and along with 0844 are the most popular numbers of choice for organisations not wishing to pay to receive incoming calls. Revenue share is sometimes payable on 0845 call traffic where high call volumes are involved.

0844 Lo-Call

By far the most popular number range available in the UK today, 0844 number ranges are charged to the caller at a rate of between 1 to 5 pence per minute, with 5 pence number ranges most commonly used. Revenue share is available on incoming call traffic.

0870 National

Once the most widely used number range, following Ofcom regulatory changes to pricing and revenue sharing in 2009, most users of 0870 numbers have now switched to using other number ranges to continue to enjoy the benefits non-geographic numbers. Inbound charges now apply on 0870 calls received.

0871 National

0871 number ranges are charged to the caller at a rate of between 6 to 10 pence per minute, with 10 pence ranges commonly used. High revenue share is payable on incoming call traffic.

International City Codes

We can provide virtual area code numbers for many international towns & cities around the world. These numbers allow users the ability to have a virtual presence in locations abroad without needing a physical office or landline. The caller pays a normal local or national call charge. Inbound charges apply to calls received, with rates specific to each location.

International Freephone

We can provide freephone numbers for many countries worldwide, allowing the ability to have a virtual presence in locations abroad without needing a physical office or landline. The call is free to the caller from a landline, however some mobile network operators may charge. Inbound charges apply to calls received, with the price being specific to each location.

IVR Auto Attendant

Efficiently manage inbound calls with a tailored automated reception menu service allowing callers to choose the person or department they need. Designed around you, this fully scalable and flexible solution gives a great first impression of your organisation and allows you to take complete control of your inbound calls.

Call Queuing

This is a network-based call queuing application, which holds calls when destination numbers are found to be busy. This is a remote service deployed from within the inbound platform, meaning no hardware or software is required. This is a true queuing service, where the longest waiting caller is put through next, and offers huge capacity allowing for hundreds or even thousands of calls to be queued simultaneously where required, without the need for any extra phone lines. Calls-in-queue reporting is available through the Number Manager web portal allowing you to see live details of waiting calls and caller information. Queuing can be activated in quickly on any Connected World numbers, and personalised audio can be recorded via either a dial-in service, or uploaded straight from a PC.

Call Recording

Like all Connected World inbound services, Call Recording is a network-based application which can be activated instantly on any non-geographic number in minutes. As this service is deployed from within the network, no premise-based hardware or software is required meaning no installation is needed. Fully scalable to any size organisation, large or small, this is the perfect solution for end-user customers requiring a call recording solution, without incurring a capital expenditure cost. Recorded calls can either be downloaded from the number manager web portal, or delivered by email or FTP at the end of each call. Call Recording is available on all Connected World inbound numbers (even ported BT landline numbers), and additionally on outbound calls.

TeleSafe™

Connected World offer a unique technical solution that directly combats the growing problem of credit card fraud and identity theft. When taking credit card details over the telephone, TeleSafe™ allows the caller to enter their sensitive credit card numbers using their phones keypad, meaning the card holders details are never given verbally at any time. Using an API interface created for each client uniquely, the transaction is processed through your usual payment gateway electronically, meaning the person taking the call is never in possession of secure card information. DTMF tones are blanked out completely, making this a fully PCI DSS compliant solution, allowing calls to be recorded and stored as required, with the sensitive card details removed.

Fax to Email

This service allows any Connected World inbound number to be converted in to a fax receiving telephone number in minutes, allowing you to receive faxes by email wherever you choose. This is a dynamic solution available with no installation or pre-ordering, allowing for fast connection of service. Each document can be delivered to multiple email address at the same time, with the service able to receive virtually unlimited faxes simultaneously, meaning no engaged tones for the fax sender.

Time & Day

This feature allows you to route incoming calls to different destination numbers or call plans at different times of the day, or days of the week. You can specify open & closed times, meaning out of hours calls are treated differently, perhaps routed to mobiles or sent to an out of hours voicemail.

Hunt Groups

Incoming calls can be routed to a pre-defined list of destination numbers in turn until a call is answered or routes to voicemail, allowing for several people or teams to be offered calls in turn. Multiple Hunt Groups can operate at different times or specific days, allowing maximum flexibility. When the Round Robin feature is enabled, the hunt group sequence is re-ordered when each incoming call is received so the same destination number does not always get offered the call first, allowing for an even distribution of calls across the group.

Multi-Call 'Ring all at once'

As a feature option within Hunt Groups, this is a 'Ring all at once' feature allows up to seven different destination phone numbers to ring at the same time until the call is answered, making it an ideal feature for home workers, multi-site organisations or start-up business with no phone system. All destination numbers ring simultaneously, with the first to answer taking the call. This is a network-based feature offering phone system-like functionality over a wide area, so is not restricted to a single location, as is a phone system.

Ratio Call Plan

A feature option within Hunt Groups, incoming calls can be routed to a pre-defined list of locations on a percentage share basis, allowing for call distribution to be weighted across multiple sites.

Mid Call Transfer

This feature allows answered calls to be transferred out to another destination number, regardless of where to caller answerer may be, without needing another phone line or having to pay for the cost of making a second call. This is a network-based feature offering phone system-like functionality over a wide area, so is not restricted to a single location as is a PBX. This feature can be activated on any Connected World number in seconds.

Voicemail

A professional voicemail service which, when activated, will take messages when calls go unanswered or lines are busy. Voicemail messages can be delivered in any combination of ways, either by email, FTP, and/or accessed through the Number Manager web portal.

Out of hours voicemail

Out of hours callers can be offered an alternative voicemail service which is available when used in conjunction with the Time & Day feature. When a service is set to closed, out of hours voicemail will take messages which can be delivered by email, FTP, or accessed through the Number Manager web portal.

Disaster Recovery (DR)

All Connected World services have the ability to be re-directed to an alternative DR call routing plan in the event of a problem. DR call plans can be activated quickly and easily using either the Number Manager web portal or iPhone application.

Data Capture

Data Capture offers callers the ability to respond to an automated series of questions either verbally or using their phones keypad. This is a popular service when pre-screening calls prior to connection to ensure the caller meets set criteria, reducing the physical time spent by staff. Data Capture can also be used in competitions or voting, or to gauge direct customer service feedback. Response data and recorded calls can be provided via the Number Manager web portal, or delivered by email to FTP.

Geographic Area Plan

This feature allows end-user customers the ability to route calls to a pre-defined list of destinations based on the physical location of a caller. This is a dynamic way of distributing calls to the nearest branch or store, allowing clients to publish a single central telephone number.

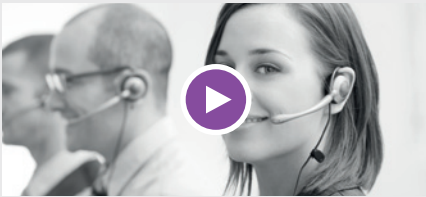


Connected World is a Talk Talk Enterprise business, and offers a one-stop-shop service to our clients for all their communication needs. We provide tailor-made business telecom solutions that are both dynamic and cost effective. We offer a full and comprehensive list of communication services that deliver real tangible results, both financially and operationally.

Based in Warrington, Cheshire, Connected World is an independent company without network tie-in or obligations, allowing us to partner with all key network service operators to offer our customers the best products & services available. We pride ourselves on our ability to fulfill our customers individual needs with tailored solutions from a wide-ranging product portfolio.

Click on the play icon next to each service to see a video presentation of what we do.

Products & Services



Inbound NGN's & Services

We can provide a range of virtual, non-geographic telephone numbers not just from the UK, but from countries all around the world. We also provide a wide range of network-based call features which provide phone-system like functionality allowing you to manage incoming calls most effectively.



Calls & Lines

If you have existing lines with BT why not transfer them to Connected World and save at least 10% on your monthly line rental, as well as making great savings on the cost of your calls. Transferring your calls & lines is easy, there's no disruption to your service and it is completely free. We can also transfer lines away from all other leading telecoms providers.



Broadband & Data Connectivity

From simple broadband internet access or dedicated high capacity Ethernet, to leased lines and private MPLS networks, we can connect your businesses to you applications and the internet, with a suite of tailored options to suit every need.



Business Mobiles

We partner with all 5 UK mobile operators, and can facilitate new connections, upgrades, ports and migrations to each network. We provide an independent review and advice to suit your business requirements, covering the best value tariffs and incentive offers, network performance, handsets and devices, and mobile email and broadband.



Phone Systems

Hardware or IP hosted phone systems, which would suit you best? We provide independent consultation and advice and offer a range of solutions to meet every need.



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