Call Studio

One to Many (Number Translation)

Route Calls to Multiple Destinations

During times of high call volume it is often a challenge to answer all calls promptly. If a particular destination number is at risk of being inundated then it is vital that these calls are forwarded to other relevant call handlers quickly and effectively. One to Many allows the user to assign up to nine different number destinations which will be tried in turn if the primary destination is unavailable. This 'Follow Me' function ensures you can always be reached whether in the office, at home, or on the move. Once set up using the intuitive online control panel, the service can be scheduled to perform assigned tasks on a regular basis, or implemented as and when required for an instant, ad hoc solution.

What is One to Many?

One to Many is an intelligent call routing and handling system which serves to ensure the efficient handling of high call volumes. With instant online access, it acts as a flexible personal switchboard - ensuring that every call is routed appropriately. Not only does One to Many route calls: but it also boasts the option to record calls on demand, view real-time statistics, compile usage reports and implement Introduction, Greeting and Whisper messages - all through the easy to use online control panel. Call re-direction options are bolstered by Mid Call transfer capabilities and the service offers separate voicemail options for office hours and out of office hours. The flexibility and efficiency of One to Many makes it an incredibly useful tool for any organisation which is in jeopardy of experiencing periods of high call volume, which cannot be effectively dealt with by the core call handling staff. Time of Day Scheduling functionality allows for complete control of the times during which One to Many number routing is in operation, without the need to constantly visit the online control panel. The array of features which make up One to Many makes it essential for a great number of businesses: from sole traders through to large corporations. Similarly, the 'Follow Me' element of the service which forwards calls to your pre-set contact numbers makes One to Many useful for personal use as well as business.

Features

- Mid Call Transfer
- Call Recording (inc. on-demand)
- CLI Presentation
- Voicemail to Email
- Missed Call Alert
- Introduction, Greeting and Whisper messages
- Follow Me call forwarding to pre-set contact numbers

The Benefits

- Have complete control of your call handling
- Access remotely 24 hours a day as required
- Set-up quickly and easily
- Ensure that all important calls are directed to the relevant destination/s
- Handle call forwarding, voicemail and call recording from one location with flexibility
- Receive full back up from our expert technical support team