

# Business Start-up Planner

**Business Start Ups**  
0844 Local Rate to  
Mobile Phones

**Call Recording**  
All calls can be recorded  
from this point

**Time of day routing**  
Monday to Friday - 09:00 – 17.30  
Sat – Closed  
Sun – Closed  
  
Out of hours callers may leave a  
message which is then emailed to pre  
supplied address.

**Web Statistics**  
Full network statistics are  
available for this point.  
How many calls are  
answered, engaged etc.

**Welcome to XYZ Ltd**  
Press 1 for Sales  
Press 2 for Marketing  
Press 3 for Customer Service  
Press 4 for Accounts

**Option 1**  
Calls not answered here can be  
automatically forwarded to one  
of the other three options if not  
answered, if no answer on any  
option the caller will be offer  
voice2email

**Option 2**  
Calls not answered here can be  
automatically forwarded to one  
of the other three options if not  
answered, if no answer on any  
option the caller will be offer  
voice2email

**Option 3**  
Calls not answered here can be  
automatically forwarded to one  
of the other three options if not  
answered, if no answer on any  
option the caller will be offer  
voice2email

**Option 4**  
Calls not answered here can be  
automatically forwarded to one  
of the other three options if not  
answered, if no answer on any  
option the caller will be offer  
voice2email

Calls answered on any option can be transferred to any other  
number using mid call divert. When diverting calls you have the  
opportunity to speak to the 3<sup>rd</sup> party first to see if they want to  
take the call. This can be pre-programmed into a mobile phone  
for ease of use.

## Benefits

- Calls delivered to correct department every time.
- Give your business a National Image.
- Measure how well your call handling is performing.
- How many unanswered calls, or missed calls, when & why.
- Advertising & Marketing activity easily quantified.
- Calls can be recorded & stored remotely.
- Never need to change the number again.
- Flexible as can be used by Start Ups, SME's or Multinational Corporations.
- All the above for as little as £10.00 per month!
- Calls delivered to mobile phone @ 2ppm (pence per minute).

### Busy in Hours

If lines are busy during the day a message explaining to the caller that you are busy can be played they are invited to leave a message which is then immediately emailed to you as a .WAV attachment.

### Out of Business Hours

Callers hear a different message with opening times etc and the ability to leave a message