ContactSuite

1. Numbers

2. Call groups

3. Call flow
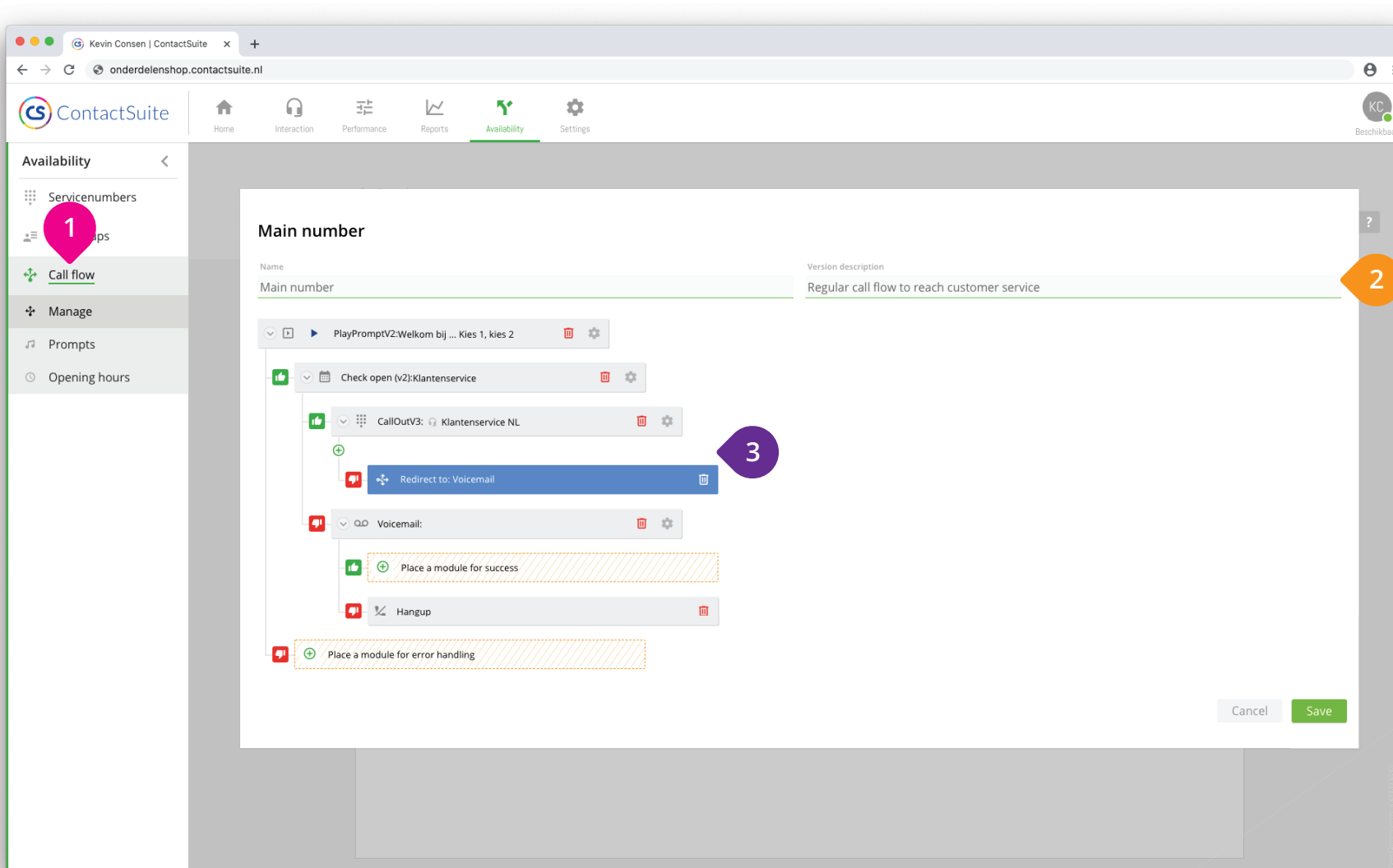
Availability - April 2020

ContactSuite

1. Numbers

This is where you can manage your externally available numbers. Both you Plus Package service numbers as well as your Essential geo numbers. You can easily connect them to a VoIP account, a group of VoIP accounts or even a Fax-toEmail service using the menu at the far end of the line in the overview. Plus Package numbers can be connected to an intelligent Call flow. That way you have optimal control over the experience your caller will get.

2. Call groups

With a Plus Package number you can define intelligent Call groups. Creating, managing and filling these with destinations is what you do here. You have full control over how many destinations you want to add to a Call group, whether there should be a backup Call group for this call group during peak moments and more.

3. Call flow

With a Plus Package number you have the ability to create a custom Call flow for the number. You can manage your Call flows here. As well as uploading audible prompts, setting opening hour profiles which in turn can be used in your call flow.

Call flow - April 2020

ContactSuite

1. Menu
The Call flow menu consists of three options.

"Manage" here you can create, edit and delete call flows. Setting up a call flow mostly goes along with information that is set up elsewhere in ContactSuite. Like Call groups that are manage in the menu item above, opening hour profiles and audible prompts in this menu.

"Prompts" are audio files that can be played on the phone line, for example a welcome message. These can be configured to play in the Call flow.

"Opening hours" can be created as a profile. These can be applied in a Call flow to allow intelligent decision making so your customer can reach the correct department.

Don't forget that if you want to deliver a call to a call group through your call flow, you first need to configure the call group.

2. Information
Here you can enter a name and description. It is important to keep these as clear and unique as possible. This way you can keep a clear overview of which call flow does what, even when you're not the one to manage the call flows at a later point.

3. Call flow
Here you can create your call flow. By clicking add, a menu shows up that allows you to start configuring the flow you want your caller to go through. You could for example start by playing a welcome prompt and when this is done playing check if the caller is calling withing your opening hours. If that is the case set a call group as the destination. If it is not the case add a voicemail module for your caller to leave a message. This way you'll never have to lose call.