



iNtelligent telephony applications for the agile business

Greatly increases the chances of callers being answered by someone able to help them

What it is

The intelligent Assistant (iA) service builds upon the intelligent Number service feature set to increase the contactability of teams or individuals.

It seamlessly re-routes incoming telephone calls to nominated individuals or team members when the dialled staff member is unavailable. Voicemail becomes the very last option rather than the default.

The proposition

Not only has the primary contact the option of picking up incoming calls on any handset - internal, external, fixed or mobile – on any network at any location in the world, their alternative contacts also have that option, if they too are iN users. Only if nominated individuals are unavailable will calls be passed to voicemail.

How it works

If an iA user is already on a call or otherwise unable to answer, an incoming call can be automatically passed to a designated individual or team. The transfer is swift and unobtrusive for the caller, which greatly reduces the possibility of an abandoned call.

A 'whisper transfer' service can quickly inform the call handler who the call is for and why they are not answering in the seconds before the call is taken.

In manager/secretary mode, a secretary can handle calls on behalf of one or more managers, irrespective of the location of the managers or secretary. This helps the company maintain a professional communications image.

Virtual teams can be quickly assembled as users are able to register as available to any team(s) they belong to without any restriction of location.

Key Benefits

Improved team **productivity**

Allows call delegation to **increase** first time call answering

Cuts time spent on call backs and collecting messages

Creates a **professional and personal approach** with virtual manager / secretary relationship

Increases secretary **efficiency**

'Whisper transfer' provides **key information** for call handler

Reduces call back charges

Increases customer satisfaction by avoiding 'voicemail jail'

Delivery / Upgrade

All applications are scalable and can be integrated into the customer's existing infrastructure or provided as a hosted service on a pay-as-you-go basis.

Features and Benefits of intelligent Assistant

Feature	Description	Benefit
Alternative Contacts	If the user is registered unavailable, busy on another call or fails to answer, a call may be passed, automatically, to one or two designated Alternative Contacts.	Colleagues or team members, irrespective of location, can answer calls on behalf of the user. Greatly increases the chance of calls being answered, first time, by someone able to help the caller.
Manager / Secretary	Allows filtering of calls by a manager's secretary. On answering a call, the name of the manager is 'whispered' to the secretary who may handle calls for several managers.	A secretary can answer calls on behalf of one or more managers in a professional and personalised manner, irrespective of the managers' or secretary's location.
Call Announcements	Calls can be announced, by whispering who the call is for, to individuals, team members and secretarial staff.	Informs users of who the call is intended for. Enables calls to be answered appropriately.
Enhanced Web Assistant functionality	iA options can be managed through a graphical interface as an alternative to selecting menu options via the telephone handset. Enhanced alternative features	Ease of use and accessibility.