



Hello Telecom's Hosted Contact Centre provides an alternative to the significant investment required to install an ACD phone system. Our hosted ACD service provides organisations with high-end features on a pay-as-you-go monthly rental basis.

Professional customer experiences

A multi-agent hosted contact centre allows customers to interact quickly and efficiently with an organisation. The result is a consistent and professional customer experience, increased agent productivity and reduced costs.

Greater flexibility

Our cloud-based service allows organisations to be operational in less time with lower outlay and greater flexibility, compared to traditional phone systems. All agents are connected to the same hosted platform, regardless of their location, allowing for remote and home working.

Scalable solution

Hosted on the Hello Telecom network and incorporating our resilient distributed data centre, we provide a highly secure and cost-effective solution that is tailored to your individual customers' requirements and can be scaled up or down with demand.

Value added features

- Effective resource management
- Real time and historic analytics and reporting
- Visibility and feedback – real time and historic
- Disaster recovery – based on Contrex Mobile
- Secure (FCA compliant) call recording

Innovative call routing

- Time-of-day routing
- Auto-attendants
- Call queues
- Hunt groups
- Flexible divert options



Why Partner with Hello Telecom?



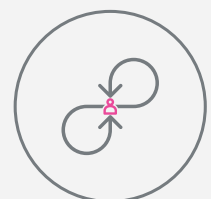
Over 17 Years Experience



Award Winning Technology



Customer Focused Support



Flexible Partner Programmes



| Features | Voice Extension | Group | Queue | IVR | Conference Rooms |
|---|-----------------|-------|-------|-----|------------------|
| Multiple DDI Numbers | | | | | |
| Diverts: Always, Busy, No Answer | | | | | |
| Disaster Recovery Divert | | | | | |
| Time of Day Routing | | | | | |
| Service Modes | | | | | |
| Flexible Voicemail Options | | | | | |
| Call Logs & Reporting | | | | | |
| Call Recording (FCA & PCI Compliant) | | | | | |
| Incoming Call Rejection | | | | | |
| Distinctive Ringing | | | | | |
| Call Waiting | | | | | |
| Caller Display | | | | | |
| Phone Book / Directory | | | | | |
| Handset Short Codes | | | | | |
| Web Portal Administration | | | | | |
| Restrict CLI | | | | | |
| Non-Network CLI Presentation | | | | | |
| Paging | | | | | |
| Call Pickup Groups | | | | | |
| Speed Dial Capability | | | | | |
| Hot Desking | | | | | |
| Silent Listening | | | | | |
| Multi-vendor Handset Support | | | | | |
| Device Auto-provisioning | | | | | |
| Handset Twinning | | | | | |
| Group Name Presentation | | | | | |
| Ring Group Options | | | | | |
| Queue Depth Setting | | | | | |
| Queue Type Ring Options | | | | | |
| Ringling or Music When Waiting | | | | | |
| Periodic Announcements | | | | | |
| Position in Queue / Wait Time | | | | | |
| Multiple AA Levels | | | | | |
| Audio Announcement Recording & Management | | | | | |
| Wall Boards | | | | | |
| Bespoke Reporting | | | | | |