

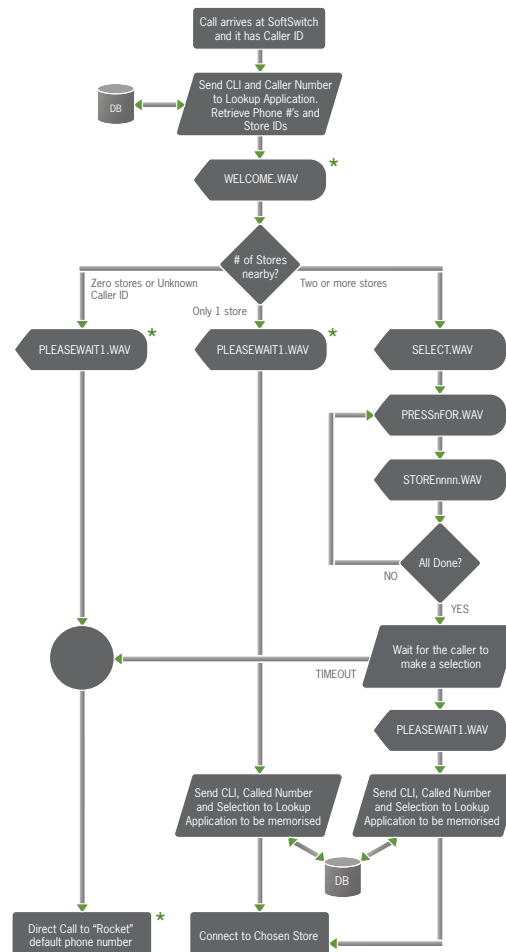
The Intelligent Network (IN) Platform allows clients with multiple stores, attractions or sites to advertise a single phone number for their products and services across the UK and automatically route incoming callers to their nearest geographical location.

The NetServices web portal is used to configure and manage the platform i.e. to set default destination, set store coverage radius and to upload company-specific greeting messages and location names. It can also be used to view call statistics, add or edit location lists and keep a list of the callers' chosen locations. All updates to the system are in real-time.

Where there is no local store or the caller withholds their Caller ID or the call is made from a mobile, a default destination can be specified. Access numbers to the IN Platform can be selected by the client and include non-geographic numbers.

Example IN Platform

SoftSwitch Call Flow



Suggested Example Messages

WELCOME.WAV

Thank you for calling "company name".

PLEASEWAIT1.WAV

Please wait whilst your call is connected.

SELECT.WAV

Please select your nearest store from the following list by pressing the appropriate number on your phone.

PRESSnFOR.WAV

where "n" is the keypad number (0 to 9).

STOREnnnn.WAV

A Recording of the store name where "nnnn" is the store ID.

All .WAV files must be 8bit 8kHz mono.

Items marked with a * are customer supplied.

Features

- Automatically direct calls from fixed-line phones to their nearest store
- Choice of access numbers to advertise
- Personalised greeting message for callers
- When there is more than one local store, options can be presented to callers and are chosen by the caller keying their chosen option
- Customisation of forwarding rules on a client by client basis
- Caller information is remembered by the system should they call again

Options

- Call recording can be enabled on a global or per store basis