Inbound Call Control
Manage calls from anywhere in the world.

Silver Lining offers bespoke inbound call handling solutions that are simple to build, manage and use.

Silver Lining Inbound Call Control is a geographical and non-geographical UK and International call handling service.

- **How do you manage inbound call routes quickly if problems occur?**
- **How do you manage time of day call routing?**
- **How do you load balance calls across teams quickly?**
- **How do you manage peaks of calls that come in suddenly?**
- **How do you manage Marketing ROI budgets on campaigns?**

What is Silver Lining Inbound Call Control?
Silver Lining's Inbound Call Control provides online access to a full range of call routing, monitoring and managing tools to empower any business with the perfect customer solution where customers are looking to have complete control over calls are managed. No longer do clients need to rely on being at a fixed point such as an office.

The benefits of call control
Silver Lining's call control gives you complete control of your 01 & 02 as well as 03 and 08 numbers both here in the UK and internationally via a secure easy to use portal.

Contact centre
Silver Lining can offer reliable small single site solutions alongside reliable complex solutions that require contact centre functionality, both of which are looking for solutions to help them handle inbound calls.

Build your own call plans
You can build bespoke call plans that are designed around how your business needs to operate which can be modified instantly should that change, Scheduled call routing in advance can also help you manage your calls handling preferences.

Follow the sun
Time of day routing is ideally for 24/7 operations that need dynamic solutions that can deliver calls to different teams in different time zones instantly.

Business continuity
Silver Lining can help you design, build and implement solutions that ensure you are always able to take calls, even when you're normal business practices are compromised. This can be simple re-routing to mobiles right through to complex Contact Centre applications that include load balanced call distribution.

Reporting
Silver Lining can provide granular reporting on calls received to your business as well as report on call handling efficiencies. These include call patterns, caller behaviour, time to answer and call waiting times.

0845 313 11 11
www.silver-lining.com

Contact us for a free consultation

Why Silver Lining?

Access to **flexible communication services** without investing excessive time or resources.

Silver Lining has built a highly available infrastructure that allows you to 'tap into' services available. Each available component is delivered to you as a bespoke service and comes with our service guarantee that has seen customer retention remain at over 98% through 2013/2014.
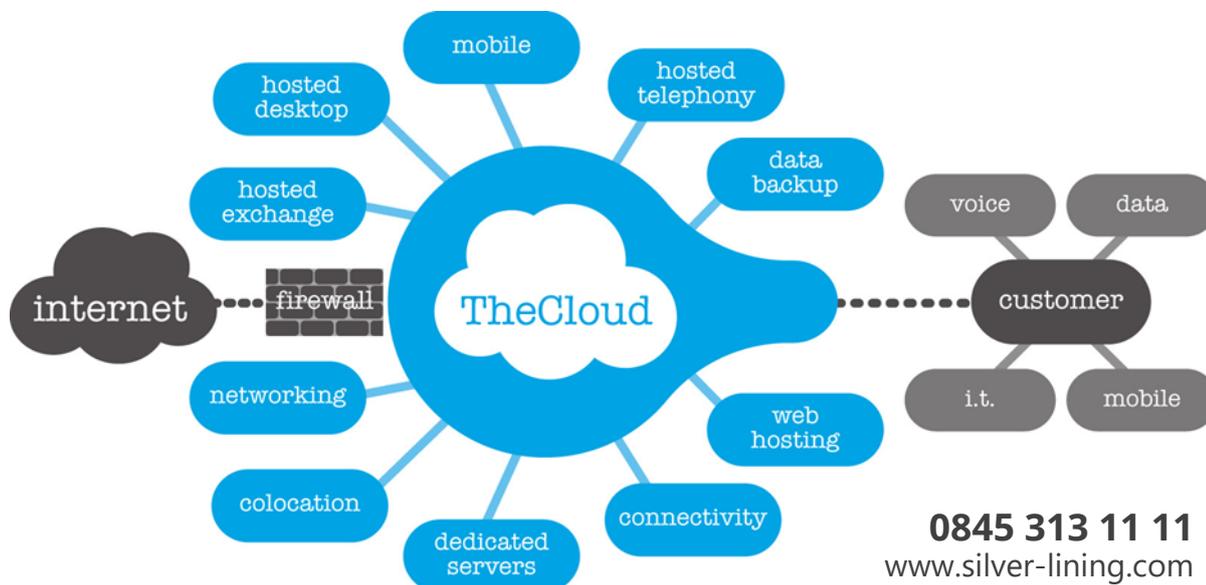
Features

- Secure online management for quick and easy access

- Make informed business decisions with performance statistics

- Never miss a call with divert on busy / no answer / failover

- Time of day / day of week routing to suit your business hours

- Deal with weekends and bank holidays using data routing

- Load balance your calls across teams or sites with call distribution

- Tailor call routing according to your callers' numbers with area / country based routing

- Cope with your busy periods using contact centre features including IVR, call queuing and team distribution

- Provide callers with menu options for call routing using auto attendant (IVR) / announcements

- Measure advertising ROI and productivity with advanced call statistics

- Use call recording for audit trails, compliance and training purposes

- Pick up, share and archive voicemail across your teams and sites

- Personalise call answering according to inbound numbers with call whisper

More than just an IT provider

Silver Lining doesn't just help you supply IT services. Together with our **voice**, **connectivity** and **networking** options, we help fulfil your **unified communications** needs whilst creating **partnerships** with you.

Silver Lining empowers you to become a **highly agile business** by accessing the **latest technology** without the burden of infrastructure and software costs. As a valued Silver Lining customer you also have primary access to all of our available managed products and services.

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