



# Call Handling

Since 1996, NSL has been transforming inbound call management systems with its innovative and feature-rich cloud telephony solutions. In short, we redirect calls received on non-geographic numbers to an organisation's on-site telephone system. We add a host of feature-rich call delivery options through our easy-to-use management portal, allowing you to manage your incoming calls exactly as you choose.

## Straight-Forward Management

Our products are designed to give you complete control over how your calls are answered and routed. Changes can be implemented in real time via our secure and easy-to-use online portal. You don't need to be a telecoms expert to use it, but if you're not sure our engineers and account managers are always on hand to answer your questions.

## Customisable Features

Our services come with a host of additional features as standard. These include controlling working hours, voicemail options and missed call alerts. You can also add or change destination numbers at any time and upload new welcome messages or IVR menus. You can even implement a range of call recording options for storage and playback within the same portal. These controls have just one purpose – to ensure your callers are dealt with professionally and consistently, call after call.

## Key Benefits From Our Feature-Rich Solutions

- Multiple distribution methods including direct delivery, hunt groups and queuing
- Call recording with online storage, search and playback
- Working hours and special dates together with voicemail delivered by email
- IVR menu builders with custom prompt uploading for skill-based routing
- Real time call reporting and management information
- Full availability of UK number prefixes to work in conjunction with existing PBXs
- International PSTN and Toll Free numbering options
- Fully configurable in real time via our secure online management portal



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## Flexible Distribution with Seamless Integration

Distribution methods include straight one-to-one routing, hunt groups, auto attendants and IVR menus for skill routing and queuing. These are all performed in 'the cloud' and integrate seamlessly with your existing telephone system. This means you don't have to invest in any expensive hardware or software, nor suffer disruption from system software updates. Our systems are fully scalable so you only pay for what you use. Your operating costs can simply move in line with your income. With our help, your business can comfortably grow when the time is right.

**Speak to the NSL team today about how you can combine our feature rich call delivery options with our easy-to-use management portal.**

## Features of Call Handling

- Call recording with online storage, search and playback
- Real-time call reporting
- Easy-to-use management portal
- Fully configurable in real-time
- Customisable features
- Voicemail options and missed call alerts