



Gravity Outbound

The Gravity Indirect Access (IDA) service allows you to redirect calls made from your premises via a network call recording solution. Our hosted service is fully scalable, so you only pay for what you use. Your operating costs can seamlessly move in line with your income, allowing your business to grow, free from the burden of costly capital investment.

Access to the service is simply gained by a short entry code, prefixed to the number being called either via direct programming of your PBX, speed dialling or manual dialling.

Misuse Prevention Features

Choose quick drop down selection options to immediately disable the service:

- Set-up 'Working Hours' to reject calls outside pre-determined hours
- Activate 'Destination Control' to ensure only low cost destinations can be dialed
- Set-up 'Volume Monitoring' alerts to warn when a set minutes' threshold is exceeded

Additional Benefits

All accessible through our easy-to-use management portal

- Control how calls are managed and how call recordings are distributed
- Present any outbound CLI to ensure returned calls are delivered correctly
- Activate Agent Tagging for regulatory compliance or to monitor performance
- Enable misuse prevention measures by programming access numbers (CLIs) using the portal
- Monitor exceptional usage and prevent unauthorised access

Key Benefits

- Record outbound calls with minimal disruption to existing working practices
- Store call recordings online or email them to single or multiple email addresses
- Pay for what you use, when you use it and avoid large initial capital expenditure
- Set-up quickly to meet immediate requirements
- Fully scalable – you only pay for what you use
- Quick & easy set-up
- Potentially reduce International outbound costs
- Monitor exceptional usage and prevent unauthorised access
- Manage via our easy-to-use online portal

For more information on our Gravity Outbound service, speak to the NSL team today!