# SecureCo

# Inbound Voice Services

**Toll Free 24/7**

**SecureCo's Inbound Solutions allows you to take control of your inbound strategy, offering enterprise-grade call routing features and reporting at your fingertips.**

Over 80% of customer interactions are inbound with customers seeking voice-based communications for higher-value interactions where empathy is important. Therefore, making it easy for customers to contact you via voice is critical for delivering the ultimate customer experience.

**Improve customer experience: Enhance your business capabilities with inbound numbers**
Inbound phone numbers help you enhance your business sales and service capability, giving you a more professional approach to your business communication and greater control over when and where you answer your calls.

**Take control: Complex requirements, simple solutions and self-service capability**
Inbound Management Studio is an easy-to-use software. Whether you are technical or not, you can decide how, when, and where your inbound calls are routed.

**Gain visibility: Historical and real-time status report across all inbound calls**
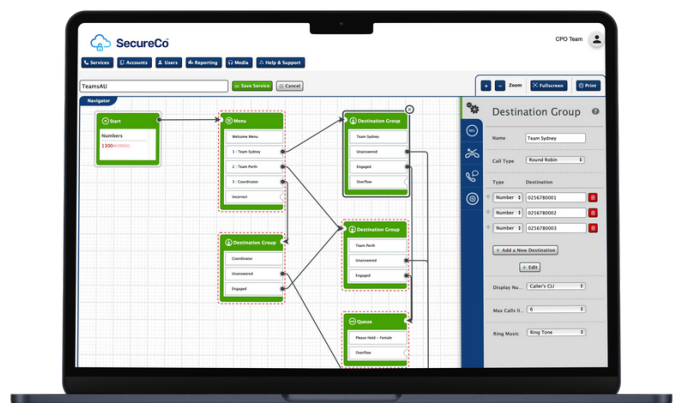Access inbound call information in real time. Monitor, analyse and make data-driven decisions. You can also develop scheduled reports delivered to your email, allowing you to review call performance when it suits you most

## Inbound numbers

SecureCo provides the entire range of inbound numbers available to suit businesses operating locally, nationally and internationally.

Inbound numbers provide benefits such as:

- Memorable Numbers can be selected using phone words or easy-to-remember numbers.
- Gain a National or Local presence, depending on your target market.
- Low call cost to your callers, FREE or LOCAL rate numbers are optional.
- Ability to track marketing response by using unique inbound numbers per marketing campaign.
- Call controls, route calls to any answer point and never miss a call.
- Keep your number, if you move location you will never lose your virtual number.

# Take control of your inbound strategy

Create and configure your call strategy in real-time using visual workflows. No specialist skills are required or delays as you wait for your carrier to make changes. Connect a new number or transfer your existing numbers to SecureCo today to access these features and more.

| | | | |
|---|---|---|---|
| Visual workflow builder | Advanced IVR and call queuing capability | Whisper announcement | Miss call alerts |
| Extensive reporting and scheduling functions | Display number | Disaster recovery | Mid-call transfer |
| Voicemail | Secure payment processing | Pre-connection greeting | Out of hours |

PCi Security Standards Council ® PARTICIPATING ORGANIZATION

PCi DSS COMPLIANT

LRQA CERTIFIED ISO/IEC 27001 JAS-ANZ