



Number Manager

Number Manager is our call management portal, giving you full control of where your calls are routed, instantly

Ideal for:



Disaster Recovery



Small businesses to major corporations



Home working



Work from anywhere

With real-time reporting and the ability to change routing with the click of a button, **you** can create and control all aspects of your telephony requirements without the need to send a request for a change to be made, which means that any changes can be implemented immediately.

Most importantly, **Number Manager** gives your business peace of mind with its business continuity offering. Missing a call will be a thing of the past with the ability to divert all calls to an alternative line, quickly and easily either online or through the app.

Number Manager not only gives you control of your routing but our extensive reporting package gives you access to essential call statistics allowing you to efficiently manage your inbound traffic. The ability to schedule reports to be emailed to you or your colleagues means reporting has never been easier.

ABOUT DXP (DIGITAL EXCHANGE PRODUCTS)

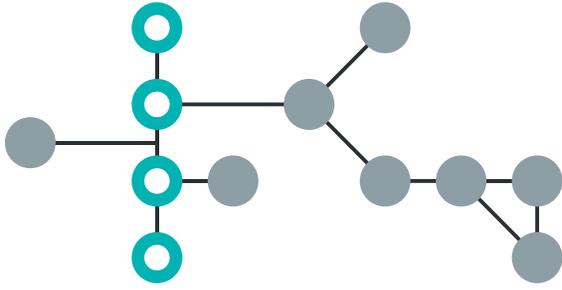
DXP's customer centric approach coupled with our unrivalled technical knowledge and highly skilled workforce is the reason our customers align with DXP to help them achieve their business goals through the deployment of technologies.

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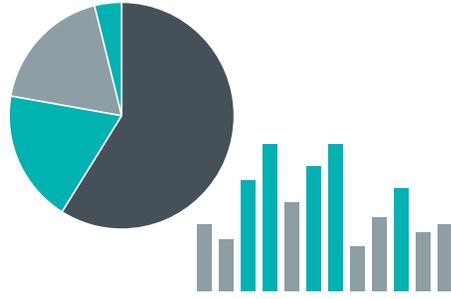


Digital Exchange Products Limited



Complex Requirements, Simple Solutions

Part of our approach is to completely understand you, or your customers, requirements and work with you to deliver a simple solution. And Number Manager is such a simple app, you won't have to be a 'techie' to be able to manage how, when and where your calls are routed to.



Full Reporting

Whatever you need to know, our touch-of-a-button call reports can provide instant and valuable information about the calls you receive. Quick info in real time and live call status reports mean you can monitor and react as needed or, if you prefer, scheduled email reports allow you to check campaigns in your own time.



Experienced Technical Support

All customers get full training on how to use Number Manager and ongoing support to stay on top of it too. But if you need a refresher, something extra or even some marketing collateral that might help, just ask.



Multi Device

Number Manager is all about ease of use and control at your fingertips, which is why we've been busy making it available across all devices, from Android to iOS, as well as any PC or tablet.

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Call Services

Voicemail / Out of Hours / Missed Call

This service asks the customer to leave a message during predetermined times or when your office is closed. If a line is busy / engaged, a Missed Call alert can be used to notify a manager (by email).

Pre-connection Greeting / Whisper

A Pre-connection Greeting is a short recording which is played to the customer upon connection. It can be used to simply greet the customer or to give important information.

A Whisper can be used to notify the call recipient of the call's origin. For example, you might advertise three numbers for three different products routing to a single line.

IVR Auto Attendant

This service adds an automated menu system to your number (press 1 for Technical, 2 for Customer Support etc.).

Call Queuing

In order to retain callers and reduce their frustration when lines are busy, a Call Queue can be used.

Hunt Group

A Hunt Group can cycle a call through all available lines until someone picks up (and can be set to cycle through different destination numbers at different times of day).

Ratio Call Plan

An option within a Hunt Group, incoming calls can be routed to a pre-defined list of locations on a percentage share basis, allowing for call distribution to be weighted across multiple sites.

Multi-Call 'Ring all at once'

Another option within a Hunt Group, this service allows up to seven different destination numbers to ring at the same time until the call is answered. This is a cloud based service offering phone system-like functionality over a wide area, so is not restricted to a single location, as in a phone system.

Agent Ready

Create a manageable small call centre environment within teams; empower agents to set up when and where their calls are sent and provide them with the ability to login and out of priority ring groups as they see fit.

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