

Touch Tone IVR

Delacon's Touch Tone IVR answers your Company's calls with a professional and consistent greeting, directing them where they need to go every time.

The Touch Tone IVR is a fully hosted IVR solution that will improve your inbound call flow and increase customer satisfaction. This fully hosted system will provide your callers with a professional and efficient experience and make your business look like an ASX 200 company no matter what size you are.

Callers will be prompted to choose the department that they wish to speak to. They will then be seamlessly transferred to that area. Best of all, using our simple web interface you can change the numbers that calls are diverted to instantly any time you need, giving you total control.

The solution offers all the features of a traditional PABX at a fraction of the cost, including:

- call forwarding and redirect to any phone
- dynamic call routing, including time of day routing
- Full menuing
- Voice to email messages – with unlimited message boxes

We host the system for you so there is no additional hardware or software required. A simple web interface lets you make instant changes whenever you need to.

For more information visit
www.delacon.com.au or call
us on **1300 990 999**



Business Benefits:

- **Suits Any Size Business** - no matter what size your business, this solution will save time and money as calls will be directed to the right area first time.
- **Build Your Phone Presence** - The IVR will help build your organisation's professional appearance - gain a big phone presence at a very small price.
- **Save Money** - You can save money as our fully hosted IVR solutions offer a viable option to purchasing an expensive hardware based system.
- **Simple & Quick to Implement** - The system can be set up in minutes.

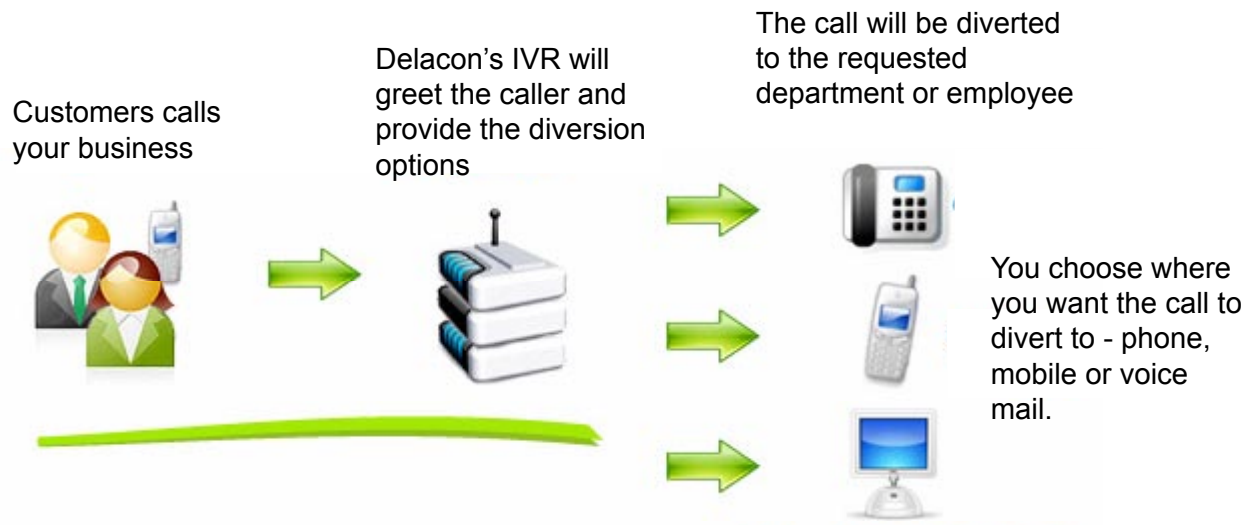
Special Price

Call now to find out
about our great prices



Touch Tone IVR

How it works



Touch Tone IVR Features

- The Touch Tone IVR allows you to customised your company greeting. This can be changed at any time if you require.
- The Touch Tone IVR has an easy to use web interface that allows you to make instant changes and updates as required.
- The Touch Tone IVR will take messages and email these to the recipients email account if the line is busy or the call is unanswered. The message is sent as a sound file so employees can access the messages anywhere. Perfect for mobile employees.
- The Touch Tone IVR can divert your calls to a mobile or different land line number if you require.
- The Touch Tone IVR provides intelligent call routing to help customers locate key employees.
- You can set time of day routing and after hours messages - even direct to other numbers at different times of the day.

Optional Features

- The Touch Tone IVR can screen calls and let the recipient know who is calling. You simply press 1 to take the call and 2 if you don't want to take the call. The Touch Tone IVR will then return to the caller and tell them that you're unavailable and will take a message.
- Set a call whisper so that you know which IVR selection the caller is coming in through.

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