08UK
Communicating Interactive Solutions

Call Handling Features

Web Portal Access
Secure browser accessible for instant routing changes.

Welcome Message
Upload brand strengthening unified messages.

Bank/Public Holidays
Automatic feature that applies 'out of hours' on public holidays.

Time of Day
Set each day opening times, calls managed when 'closed'.

Hunting
Set a particular ring order for calls to try various DDI extensions.

Interactive Voice
Menu options recognised by pressing keypad or speaking.

Maximum Call Limiter
Manage calls better by limiting during busy call Times.

% Routing
Split calls to multiple locations by any percentage configuration.

Exit 'Engaged'
Callers will never hear an engaged tone.

Exit 'Unanswered'
No callers will ever hear your number just ring out.

Exit 'Dead Tone' Auto DR
Calls can be routed automatically on dead tone / line failure.

Forward Anywhere
Route calls to multiple different destinations

Call Whisper
Play a notification wav before call is delivered.

Call Centre Agent Tools
Manage and review individual call agents working times with log-In.

International Call Routing
Deliver calls wherever internationally whilst UK caller is unaware.

08 to IP Gateway SIP
Migrating to new ip lines, 08 route to sip gateways too.

www.08uk.co.uk