



# MiContact

**MiContact is a suite of web-based solutions designed to intelligently manage your inbound calls.**

The solution uses virtual numbers that simply point to an underlying telephone number, allowing you to present a very simple face to your outside world while you do all sorts of clever things in the background.

For example, call queuing and menu driven systems, which connect the caller to the correct department based on their numeric selections can be extremely frustrating. But, when they're configured correctly they can be enormously effective and your callers will be able to appreciate your ability to quickly connect them to the right department.

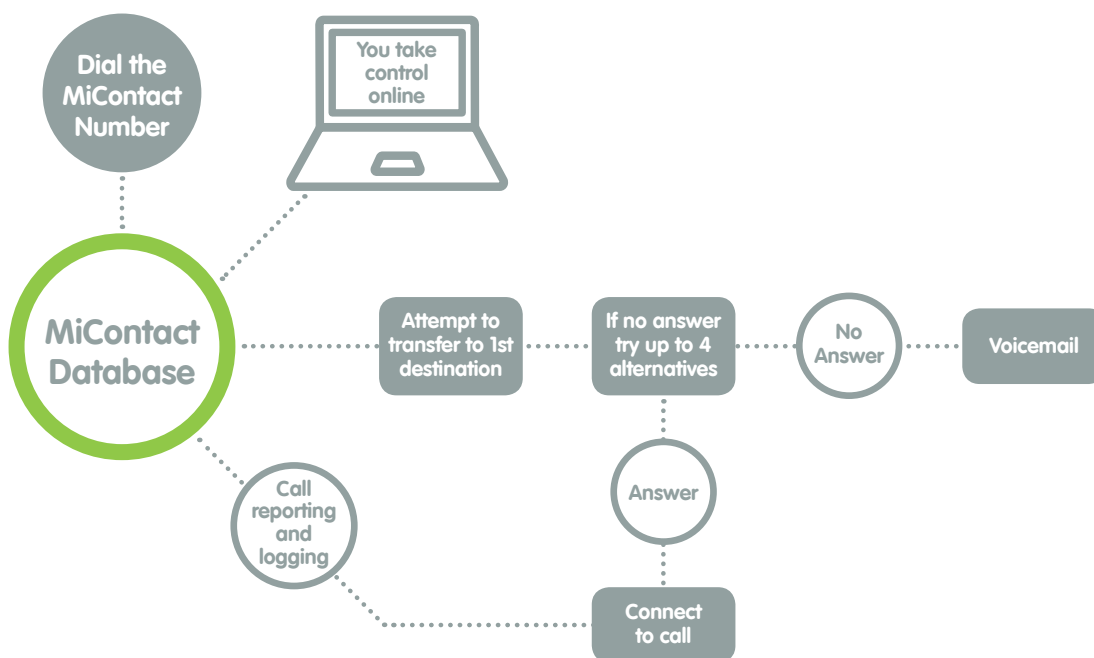
## What could MiContact do for my business?

- Route your calls intelligently
- Project a professional image
- Increase your sales response
- Create a revenue stream from inbound calls
- Provide a disaster recovery plan for inbound calls

### Already have ISDN30e?

MiContact can be combined with ISDN30e to provide Site Assurance Plus - a disaster recovery solution with intelligent routing.

## Here's how MiContact could work for you



## Choose the solution that works for you

Nine Telecom offer five key MiContact solutions tailored to meet your needs, from simple 1-2-1 destination mapping to fully bespoke solutions. There are more details over the page.

## There are five key solutions available from MiContact:

### 1-2-1

This is our simple number translation service that links to a single destination number. For example, you could publish an 0800 number so that your customers can contact you free of charge, or an 0871 number to generate revenue from each call to fund an information or technical helpline service. A simple routing plan allows you to have calls automatically diverted to a mobile number out of hours or at weekends.

### Advanced

Build on the 1-2-1 solution by adding pre-connection greetings (thank you for calling ABC, we're connecting you to one of our team) or whisper greetings – a message played only to the call handler telling them where the call has come from. A one-to-many service can route calls between as many as five destinations – great if you have lots of staff dealing with inbound calls.

### Professional

Let's expand on things a bit more. Welcome a caller, offer them choices (press 1 for sales, 2 for accounts), route them to the selected option and offer voicemail for each option. Configure all of this by time of day, or day of week, depending on your needs. Perhaps add in call recording too – perfect for keeping compliant or keeping quality standards high.

### Premium

This is the ultimate 'off-the-shelf' solution. Do you experience high call volumes? Let your customers know that although the lines are busy, their call is important – this could stop you losing customer calls. Add in call queuing, caller comfort messages (you're 2nd in the queue), a choice of on-hold music, as well as voicemail and call recording as standard.

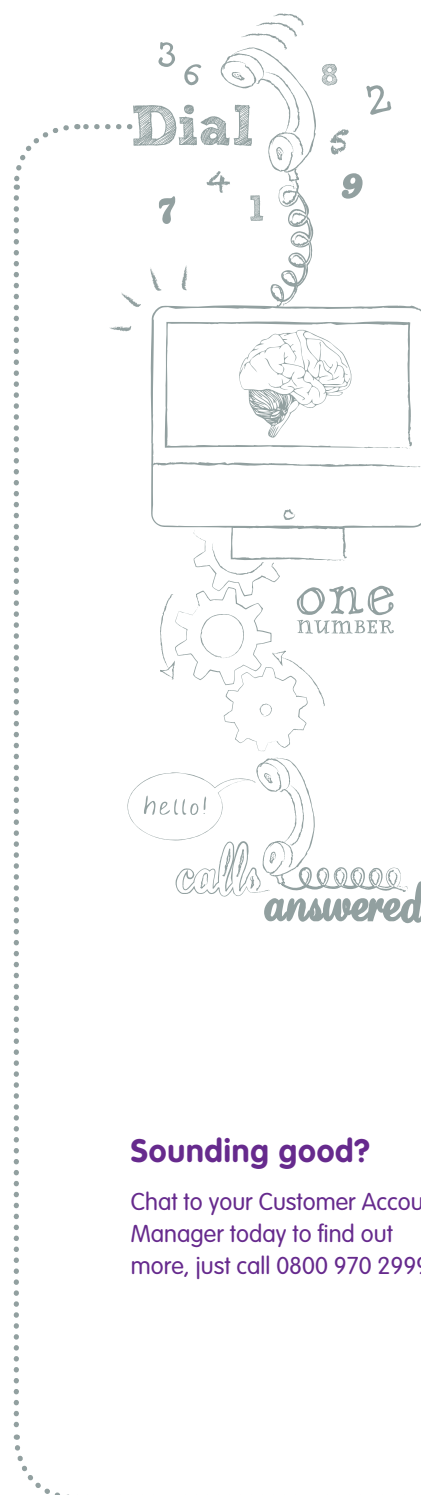
### Call Centre

For a truly bespoke solution, MiContact Call Centre allows you to set things up your way. Pick and choose from a whole range of options to create the perfect match for your inbound call control. We'll work with you to set the solution up and show you how you'll be able to manage your features online to make changes or add other functionality.

### Additional features

These five key solutions are complemented by a range of other business contact solutions, all of which are provided via our web platform, which allows you to manage and configure things yourself. For example, you can change your call routing instantly online, any day of the year - a great disaster recovery solution in an emergency!

MiContact is priced as a monthly rental for each user, based on the solution you want. We also offer bundle packages to make your billing even simpler.



## Sounding good?

Chat to your Customer Account Manager today to find out more, just call 0800 970 2999