



Unlock your Business Potential

New Call Features to Transform How You Do Business

Special Features ONLY available with eVoice AU



Simultaneous Ring

Send your calls to multiple phones at the same time, so you can work as a team to capture every opportunity. Each phone will ring until the call is picked up.

- ✓ Choose up to ten phones that ring each time you get an enquiry
- ✓ Provide your best customer service by answering calls faster



Key Press to Answer

Your phone plays an audio message with the origin of the call, allowing you to choose whether to press a key and take it, or send it to voicemail.

- ✓ Know who's calling you and decide where the call goes
- ✓ Avoid interruptions and stay in control of your time.
- ✓ Combine Key Press to Answer with Call Overflow and create a chain of numbers that can pick up calls
- ✓ Works seamlessly with mobiles



Call Overflow - Least Recent

Give even distribution of your incoming calls, based on the least recent call delivery. Fairly split the calls and the workload amongst your team.

- ✓ Enhance your capacity without hiring more staff
- ✓ Flexibility and back-up options so that you don't miss a single call



Missed Call Alert – SMS

Call notifications that help you follow up, faster. You receive SMS alerts every time you miss a call, whether or not the caller left a voicemail.

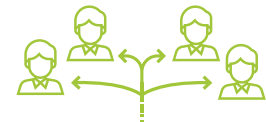
- ✓ Automatically record every missed caller's phone number, call time and duration
- ✓ Convenient and instant notifications via SMS



Missed Call Alert - Email

Call notifications that help you keep track of all missed calls. You receive an email directly to your inbox every time you miss a call, whether or not the caller left a voicemail.

- ✓ Automatically record every missed caller's phone number, call time and duration
- ✓ Convenient and instant notifications via email



Roster Routing

Divert calls automatically on a fortnightly or monthly basis, based on your team's schedule. Streamline your call operations with greater flexibility.

- ✓ Create rules to direct calls based on your team's schedule
- ✓ Send every call to the right place and the right team member at the right time



Outbound Caller Display

Displays your virtual number on outbound calls, to give the right impression every time you make a call.

- ✓ Look more professional with a recognisable outbound caller ID
- ✓ Increase pick up rates by using your local or national number



Inbound Caller Display

Know exactly where a call is coming from- the number source will show right on your screen.

- ✓ Screen calls and answer with confidence when you know who's on the other end
- ✓ Track marketing campaigns so you know what's working



Outbound Call Recording

Record outgoing calls for quality assurance. Easily play back all recordings from our customer portal.

- ✓ Relax and let the conversation flow, with all the details recorded for later review
- ✓ Provide customer service, sales training and feedback to your team

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20+ Call Features

Add the edge your Business needs!

CALL ROUTING *Deliver your calls to the right place, at the right time*



Call Forwarding



Call Overflow - Sequential

NEW



Call Overflow - Least Recent



Call Splaying

NEW



Business Hours Routing



Time and Day-based Routing



Geographic Routing



Roster Routing

NEW



Simultaneous Ringing



Simple or Complex IVR

CALLER INTELLIGENCE *Get full control and visibility around your calls*

NEW



Key Press to Answer



Call Blocking



Call Announce

NEW



Inbound Caller Display

NEW



Outbound Caller Display



Inbound Call Recording

NEW



Outbound Call Recording



Call Reporting & Analytics



Greetings & Custom Messages

CALL ALERTS *Never miss a call and get instant notifications*



Voice to Email

NEW



Missed Call Alerts - SMS

NEW



Missed Call Alerts - Email

EXTENSIONS



Postcode Prompting



Virtual Receptionist



Professional Voice Over



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