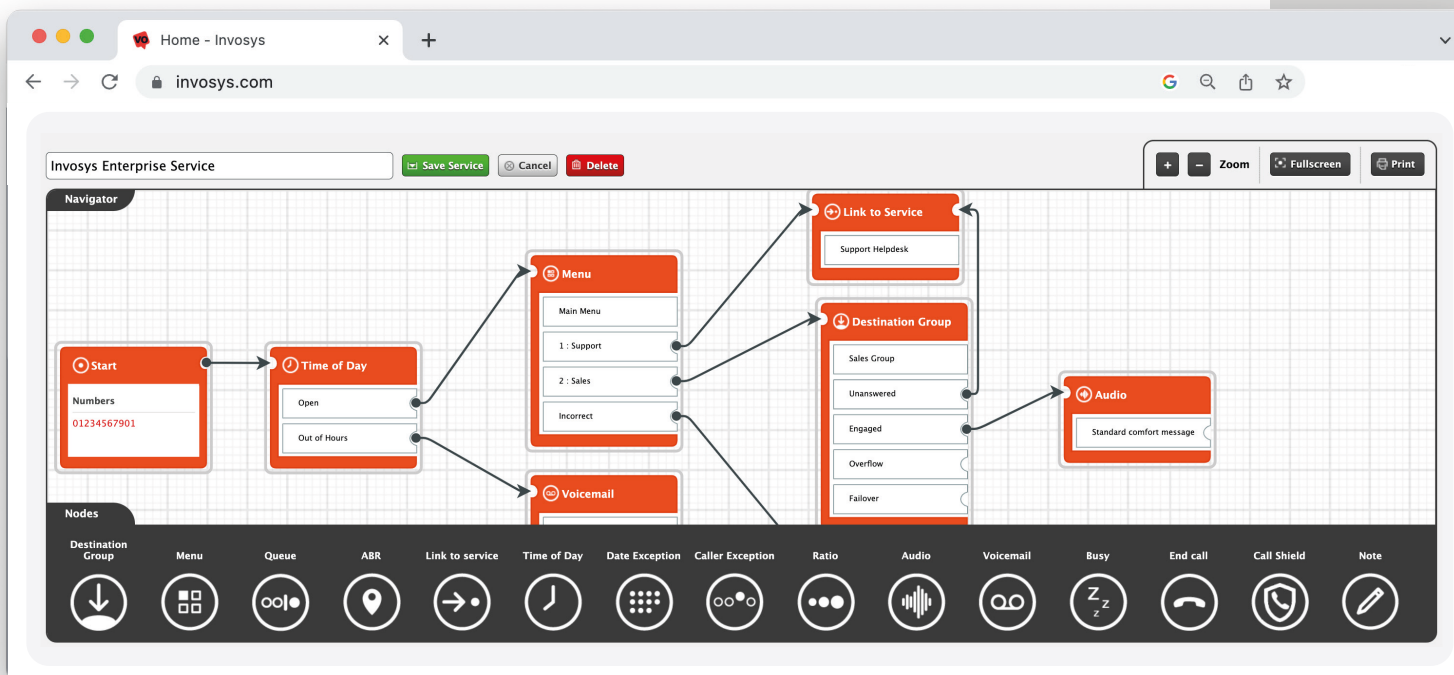# ENTERPRISE
NUMBER MANAGER

Our drag and drop provisioning tool is designed to make building complex services within Number Manager simple. Accessible through the online Number Manager portal, users can build their call flows through a simple visual representation of their service by dragging and dropping nodes into place.

WHY IS ENTERPRISE NUMBER MANAGER SO USEFUL?

✓ Enterprise helps simplify the building and management of complex services within Number Manager

✓ Create and store services within Number Manager and instantly switch between existing services through Enterprise

✓ The creation of complex services is much quicker with Enterprise, due to its intuitive drag and drop interface

✓ Link out to existing services, allowing users to build multilayered call networks and advanced disaster recovery plans

✓ Enterprise provides the ability to create complex IVR menus with multiple menu options with ease

WHAT CALL FEATURES CAN BE SET THROUGH ENTERPRISE?

Enterprise Number Manager offers users the functionality of Number Manager through a simple user interface, making building services effective and time efficient.

DESTINATION GROUP

Create diverse destination groups of multiple types with routing rules to ensure your calls are always answered by the right people.

MENU

Allow users to build IVR menus, which can include several layers of menu options, and determine the destination(s) the call will be terminated to.

QUEUE

Queues hold callers in the network until a termination number is free, with options to play custom music and messages whilst they wait.

LINK TO SERVICE

Send a caller to another pre-existing service within the same account.

TIME OF DAY

Direct calls to different endpoints dependant on the time of day or the day of the week.

DATE EXCEPTION

Set dates when the service should behave differently to the usual call handling set up, such as during a bank holiday.

CALLER EXCEPTION

Treat callers from specified numbers differently. This could mean blacklisting nuisance callers or whitelisting VIPs.

AREA BASED ROUTING

Use to route callers dependant on the geographical area they are calling from.

RATIO

Specify the percentage of calls to route to different destinations.

AUDIO

Users can upload recorded messages to be played at any point during the call flow.

VOICEMAIL

Request callers to leave a voicemail message, which can be retrieved from the media library or a defined email address.

BUSY

Place at the end of a call flow to inform the caller the line is currently busy.

CALL SHIELD

Interrogates the DNA of the call to identify potentially suspicious calls so they can be routed to different destinations if required.

END CALL

Place anywhere within a call flow to terminate the call.