



BtL's Platinum NGN Service

Overview

BtL's Platinum NGN service allows incredibly complex solutions to be created. For the most complex solutions a 'Bespoke IVR' solution is required. This allows all of the available features to be combined in any order and manner. This is detailed below in the Bespoke IVR section.

However, for the simpler requirements, there are a number of bundled solutions available, tailored to meet specific requirements. These are referred to as 'Call Control' products and are also detailed below in a separate section.

All of the services include a web portal to allow you complete control of how your service is setup. The web portal includes a call log so, at any time, you can review the calls you have received. This call log is 100% real-time – to the extent that it even shows calls still in.

And if your needs change in the future we can simply and easily change you to a different Platinum solution. The install charge for a change of service is the same as for a new install.

Reliability - **BtL's** Platinum NGN service has three working locations in London, Birmingham and Manchester. The three sites have around 40 E1s in six voice servers each with a satellite database served by a central master and a back up server. Servers are interconnected via Telsis equipment to BT Interconnects at all three sites. All are served and integrated by multiple IP networks and to several outbound carriers. A web server provides the interface for general administration and customer access. Credit card processing is integrated within the network utilising the three servers and IP connectivity.

Bespoke IVR Solutions

Bespoke IVR solutions can be incredibly complex. They can include any of the available features, arranged in any order, any number of times. The main features are listed below but it is important not to spend too much time trying to design the solution yourself. Instead, focus on the business requirements of the solution and let **BtL** use our wealth of experience to design you a solution that exceeds your expectations.

Install: £500	Rental: £100 / month	Configuration: £75 per hour
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The install charge covers the licensing of the solution. Configuration charges are listed as an hourly amount as the cost to setup the solution will be almost totally dependant upon the complexity of the solution. These charges will be reviewed dependant upon the expected call volume of the solution.

Features / Nodes Available ;

- Information Messages, including system generated reference numbers and call IDs
- Menus, up to 12 options per menu by using * and #, with no limit of the number of menus in a solution
- Time of Day, between 8am and 1pm on Tuesday go to location A etc
- Load Balance, x% to location A, y% to location B etc
- Switchboard, "Please enter the extension number you require"
- CLI check, if the caller is from 020 go to location A, if they are 01344753300 go to location B
- Collect data from the caller, ask them to enter a number and store this as a variable
- Conditional If / Then checks depending on collected Data
- Operator Queue, with hold music and notification messages to the operator advising them that they have a call coming in from the solution and, optionally, allowing them to accept or reject the call
- Fax Box, faxes can be viewed online or sent to an email address as attachments

- Voicemail, voicemails can be retrieved online or sent to an email address as an attachment
- Conference Room, allow up to 15 people to enter a conference room
- Login with account and / or PIN, this can be used in a number of ways. It is commonly used to route calls based on a number that is entered by the caller
- Go to, for creating complexity or jumping to another part of the solution
- Send an Email
- Send an SMS
- The following features are also available but have additional charges, as noted below.
- Call Recording; Install: £75, Rental: £10/month, Call Rates: Platinum NGN rates + 0.88ppm
- Mid Call Menu, this allows caller to press # to access a menu while on hold for an operator
The setup charge for this feature is £75 and the monthly rental is £10
- Credit Card Processing, the cost is dependant upon the application
- HTTP Get, to pass or collect information to/from a third party system. The cost for this is dependant upon the complexity required

Call Control Product Rentals

Locator - Always be available

This call diversion product can be built and adapted to suit your needs. The basic Locate package can be used with options to record different types of greeting messages and add other flexible services from the Call Control range. For 0870 there is no charge for diverting calls to UK landlines - you only pay for calls targeted to other numbers such as mobiles and international destinations.

Locator attempts to connect your inbound calls to any one of up to four different numbers in sequence. If there is no answer it takes, records and stores your messages

- Full International call tariff available
- Flexible package so you can start with a basic service and add levels as you need them
- Option to have a professional recording for your voice message
- Record your own message and have access to change it on a regular basis
- Collect your messages when and where it suits you - over the phone, using a different phone or even via the email

Install: £30 Rental: £10 / month Call Rates: Platinum NGN rates

Finder - Allows communication to find you wherever you are

The Finder service allows you to direct incoming calls to specific destinations at specific times of the day.

- Allows customers to 'find you' without them knowing where you are
- Gives customers an immediate response to their call - no call diverting and no hold music
- You control your schedule - providing time slots and call destinations to suit you
- The Call log ensures you can track your calls and record if and when calls were lost

Finder provides the perfect solution for the small business, the entrepreneur or the travelling sales person... all those people who need to be contactable wherever they are.

Install: £40 Rental: £10 / month Call Rates: Platinum NGN rates

Single Destination with Voicemail

The basic Single Target with V/M package can be used with options to record different types of messages and add other flexible services from the Call Control range.

- Overflows unanswered calls, records and stores your messages



- Flexible package so you can start with a basic service and add levels as you need them
- Option to have a professional recording for your voice message
- Record your own message and have access to change it on a regular basis
- Collect your messages when and where it suits you - over the phone, using a different phone or even via email

Install: £20 Rental: £10 / month Call Rates: Platinum NGN rates

Menu - Simple out-of-the-box call routing

The menu product greets the caller with a menu of up to four options. You can customise the menu to suit your business needs. On selecting an option, the Menu product will try up to four numbers in turn for any of the options. You can choose to have an option go directly to voicemail if you want, and any calls where there's nobody available will go through to voicemail. The person receiving the call can decide to then transfer the caller through to someone else using the mid-call Patch Through menu feature. As with all Call Control products, you can change configurations and listen to voicemails online, or over the phone.

Install: £40 Rental: £10 / month Call Rates: Platinum NGN rates

Call Recording

Call Recording can be added to any of these solutions. Various options are available, including 'elective' call recording where a key can be pressed to start recording. Another useful option is 'call highlighting'. This allows calls to be highlighted to make for easier retrieval from the call logs. This option is only available if all calls are being recorded.

Install: £75 Rental: £10/month Call Rates: Platinum NGN rates + 0.88ppm

Bespoke Call Control - Combine any or all of the solutions above

This option allows any or all of the Call Control products described above to be combined into a single solution. This is generally used when a couple of the products above need to be combined. When more flexibility is required than these products then a 'Bespoke IVR' is required.

Install: £100 Rental: £20 / month Call Rates: Platinum NGN rates