

Turn your inbound calls into a great customer experience

Recognising the issue

Your customers could be losing out if they haven't got sophisticated call handling:

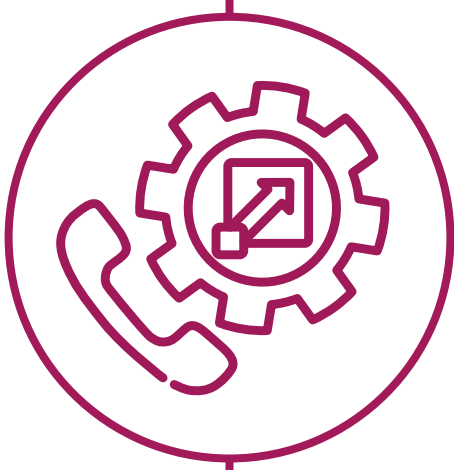
- Coping with the peaks and troughs of inbound calls
- Meeting financial and regulatory targets
- Inefficient handling of inbound calls can mean missed business



Inbound Services

BT Wholesale already provides a great Inbound Services solution, offering:

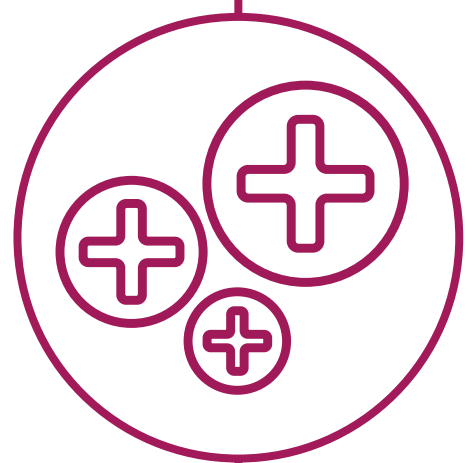
- Flexible and reliable inbound calling at excellent rates
- The widest range of high quality voice services in the UK
- The opportunity to build new revenue streams



Adding even more value

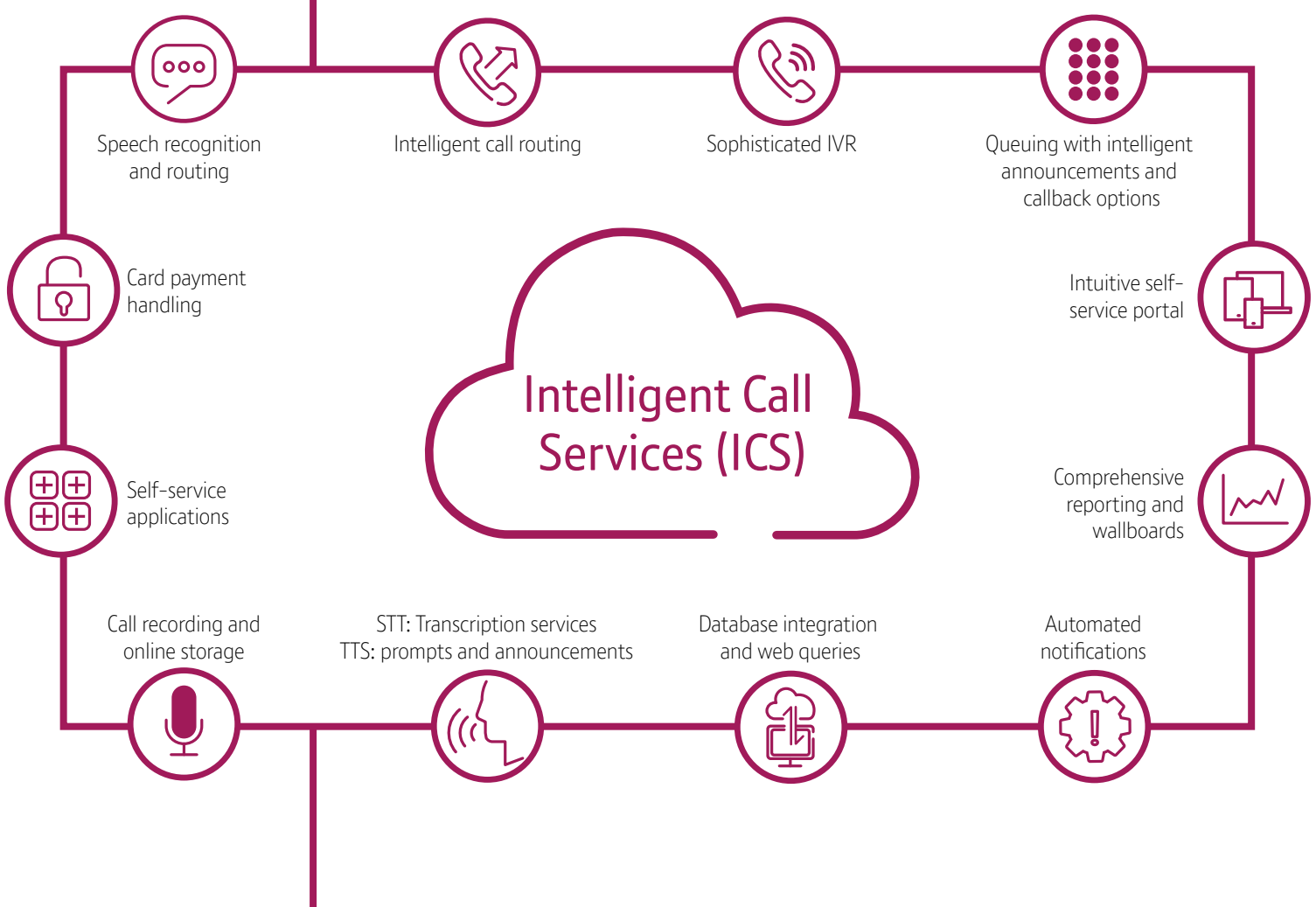
Now we've taken things a step further by developing Intelligent Call Services (ICS).

- A very highly advanced suite of call features
- A fantastic commercial proposition
- ICS complements our Inbound Services solution



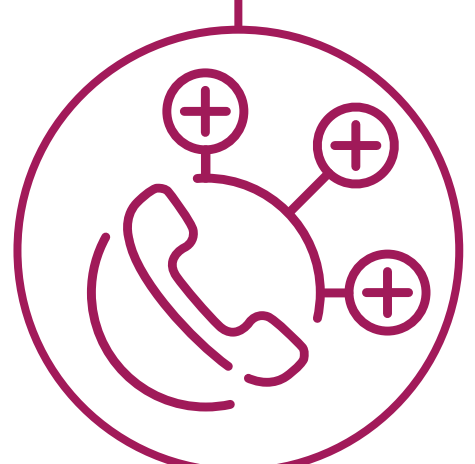
A range of great features

ICS includes a broad range of features that in combination are unique in the market from a wholesale solution provider



It opens up new opportunities for you...

- A new revenue stream
- ICS can be branded as a white-label solution for both you and your customers.
- The chance to bundle ICS with other products from our portfolio.



And many powerful benefits...

- **Ease of use.** ICS has an intuitive and user-friendly portal, so your customers can configure and manage the services themselves
- **Cost-effectiveness.** ICS is high quality but affordable, and we use simple pricing with no hidden costs.
- **Excellent support.** Our after-sales support includes one-to-one training, a technical helpdesk and efficient maintenance.



... and that's not all...

- **Increased efficiency.** Automated call handling enables customers to optimise staffing levels
- **Greater flexibility.** Users can monitor the services and make instant adjustments.
- **Higher customer satisfaction.** Effective call handling leads to a greatly enhanced customer experience.



Peace of mind

Our services are backed by BT's network, which is renowned for its reliability and resilience:

- It can deal with 1,400 calls per second
- It handles an average of six million calls per day
- It offers in excess of 99.995% availability



Want to know more?

Visit www.btwholesale.com/ics

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