

Intelligent Call Services (ICS)

Complete control and management of Inbound Calls

April 2020

If you're looking to provide your customers with a product that gives them complete control and management of their inbound call traffic our Intelligent Call Services is the ideal answer.

Your customers will enjoy smarter call handling, thanks to our powerful suite of features, which comes with a range of statistical and analytical capabilities. These services are all controlled through an intuitive, state-of-the-art portal which will allow your customers to configure and manage all of the features themselves.

Our Intelligent Call Services provides a market leading set of advanced inbound features which in turn lead to a greatly enhanced customer experience for end users.

Big Benefits

- **Cost efficiency** - Although our Intelligent Call Services are very advanced, they are also affordable and scalable, providing cost-effective and smart call handling for UK businesses.
- **A great customer experience** - Better and faster call handling boosts efficiency and productivity, leading to greatly enhanced customer service levels – and helps to eliminate lost business due to unanswered calls.
- **Increased flexibility** - End users can monitor their services and adjust them instantly, enabling them to make changes in real time to the way calls are routed and handled, so that they can meet changes in demand.

Email clientreception@bt.com or call

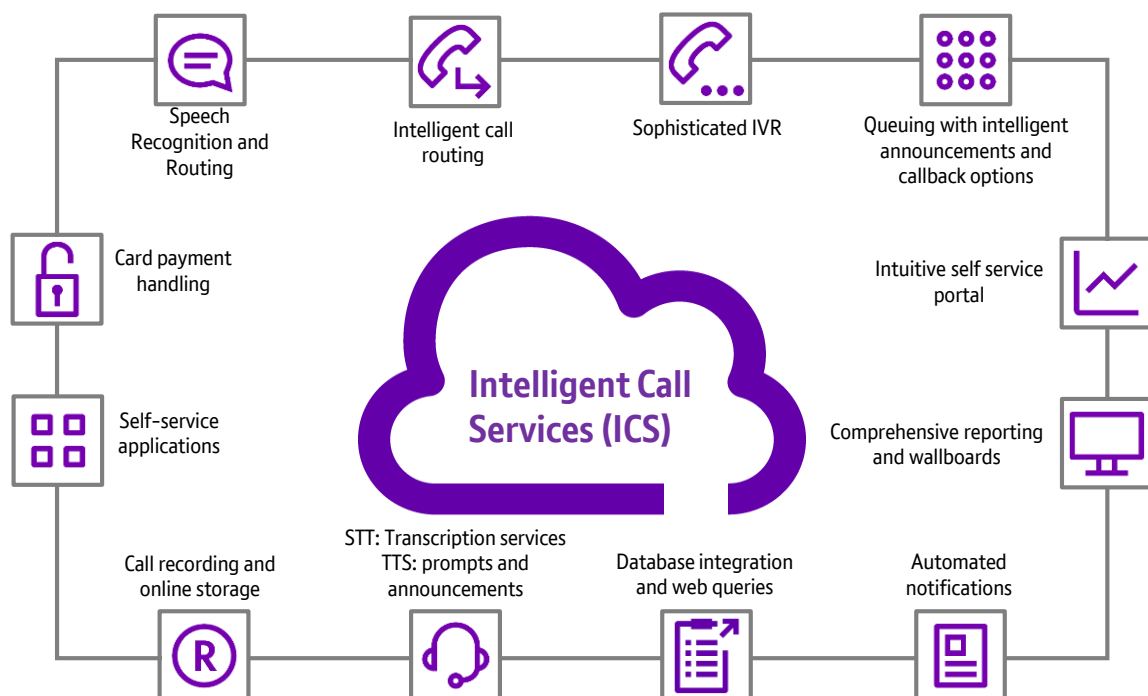
0800 671 045

www.btwholesale.com

The right features

BT Wholesale's Intelligent Call Services incorporate highly advanced call features, some of which were previously unaffordable for many organisations. These include sophisticated Interactive Voice Response (IVR); call recording, storage and transcription; high-volume call queuing; and wallboards that provide live information as well as scheduled and historic reports.

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



The right opportunities

ICS offers a combination of superior features and very attractive commercials. It enables both you and your customers to brand the proposition as your own. ICS adds great value when combined with other products from our Hosted Communications Services portfolio. Our solution is suitable for businesses of any size and across all verticals – from SOHO and SMEs through to large enterprises and government; from communications and retail through to transport and utilities.

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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