

10 Reasons to Choose Number Manager

Number Manager is more than just a call routing tool, it's a dynamic, web-based platform designed to give businesses full control over their communication infrastructure in real time. Read our infographic to dive into 10 benefits of Number Manager.

1 Access to Live Environment

Number Manager is a web based portal offering a LIVE environment for the provision of numbering and communication services. Call plans can be created in moments from simple services to complex IVR's, including call recording, time of day settings and live queues.

2 IVR Based Call Plans

Number Manager gives users the ability to create and manage IVR based call plans. These can vary from simple to incredibly complex. All the call plans can be managed online in a live environment.

3 Enhanced Reporting

Number Manager offers live call statistics in the reporting suite. Many competitors only offer weekly call reports that are provided manually.

4 Call Queues

Number Manager offers the ability to create and manage call queueing systems and has no SIP capacity requirements. There is also a live wallboard in the reporting suite offering live detailed call stats on call queues.

5 Disaster Recovery

Disaster Recovery is available on Number Manager. At the touch of a button, pre-determined customer created disaster recovery plans can be invoked.

6 Routing Capabilities

Number Manager can route to any phone number anywhere in the world and also to a SIP uri. Routing to SIP minimises costs for international routes and can pass calls directly to third party software, such as self-serve platforms or payment gateways.

7 Agent and Group Management

Number Manager offers the ability to set up and manage agents and hunt groups, away from the full portal interface, removing the risk of non-telephony based employees accessing complex call routing plans.

8 Call Recording Functionality

Number Manager can provide call recording, with stop/start functionality. Files can be retained for up to seven years, with search by date, time, caller or target number. Files can be delivered via SFTP to the customer's own storage.

9 Date Exception Rules

These date rules use account wide presets, which can be configured allowing changes to happen with no further intervention. These can be especially useful for Bank Holidays and for customer specific dates where staff may be busy training or at customer events.

10 API Connectivity

APIs are available if customers need to create or amend services or run reports independently of the Number Manager portal.