

# 6 Ways Number Manager Delivers More Than Other Intelligent Inbound Call Solutions

When it comes to choosing a service provider to help manage your inbound calls, not all providers deliver the same level of value, flexibility, and support. Number Manager stands apart by focusing on innovation, customer-centric service, and a robust portfolio of features designed to enhance every aspect of the call handling experience. From infrastructure and support to powerful tools like Enterprise IVR and Live Reporting, Number Manager delivers more than the average platform, making it the smarter choice for businesses that demand more than just the basics. Here are six ways Number Manager outperforms the competition.

## Number Manager

Offers a web-based portal offering a LIVE environment for the provision of numbering and communication services. It gives users the ability to create and manage services from the simple to incredibly complex IVR based call plans.

Robust infrastructure from multiple major tier one carriers, this means existing numbering can be ported to Number Manager without having to change telephone numbers onto a network that has true resilience

Live UK based 24/7 support, more personalised support, dedicated account managers, and knowledgeable contact centre agents.

Has a large portfolio of network-based call handling solutions such as Enterprise IVR call distribution, unlimited call recording and storage, time of day programming, call queueing with live wallboards, all with an extensive call reporting suite. Disaster Recovery is available at the switch of a button.

Number Manager offers live call statistics in the reporting suite. There is a live wallboard available for call queueing statistics. These reports and statistics are easily and automatically generated.

Has a large portfolio of solutions that collaborate incredibly with existing call centre offerings. Truly diverse and robust solutions can be created. The development team is available and on-hand to help work to produce bespoke solutions.



NUMBER MANAGER PORTAL



INFRASTRUCTURE



CALL CENTRE SUPPORT



PRODUCT BREADTH



REPORTING



COLLABORATION

## Competitors

Their solutions lack the broad feature set and the portal. Number Manager is a solution that is not offered by other providers.

Not all networks have porting agreements which would potentially mean changing numbers or being forced to stay with existing providers.

Often limited hours or offshore teams that take hours to respond with limited knowledge of the product and services.

Focus solely on 1 or 2 contact service offerings with limited functionality.

Many offer weekly call reports that are created manually and take organisations a length of time to complete.

Lack of developers and development means it can be hard to integrate.