

Features and Functionalities of Number Manager

Number Manager Overview

Number Manager is ChorusCX's intelligent call routing platform, built to give organizations complete control over how inbound calls are managed, from the moment a call connects to the moment it's reported on. It combines flexible IVR and hunt group routing, built in disaster recovery, call recording, and fraud protection with real time and historic reporting, all managed from a single portal.

Whether you're running one number or hundreds across multiple departments and locations, Number Manager gives your team the visibility and control to keep calls flowing to the right place, every time.

Number Manager Core Features

- Multiple numbers on a single service, so changes only need to be made once to update everything at once
- Multi-tier IVR menus with bespoke settings configured for every leg of the call
- Integrated disaster recovery: reroute calls instantly from a smartphone screen, or automate it entirely with an Enterprise upgrade
- Fully programmable time of day and date-based routing, set at the account or service level
- Choose whether recipients see the dialled number or the caller's number
- Call whisper announces the purpose of the call to the recipient before they connect
- Block or redirect specific numbers to filter nuisance calls or fast-track VIP callers
- Record entire calls or just the sections you need, with recordings stored securely for up to seven years and delivered via portal, email, or FTP
- Queue calls at network level with bespoke hold messages and music, no extra physical lines required
- Hunt groups can be managed instantly through the simplified Agent Ready portal, with built in fraud detection and diverse routing for flagged calls



Statistics Number Manager Provides

- Total calls
- Total answered
- Total unanswered
- Total engaged
- % answered Total minutes
- Average duration
- Average time to answer
- Daily intervals
- Caller locations
- Call queue analytics

Ready to see Number Manager in action?

Get in touch with our team at sales@choruscx.com or call us on +44 161 444 3333 (UK) or +1 480 538 2020 (US). You can also visit our contact page to book a walkthrough.