

Manage your incoming calls

The Phone Co-op's modular inbound platform grows with your business, dealing with all levels of call handling requirements.

Overview

Your business is taking off in a big way, and you're getting more calls than ever. Great news - unless the time you spend rushing to the phone is eating into your real work.

Our inbound services ensure your customers never have to hear an engaged tone again, letting you relax and do what you do best.

How does it work?

Using an intuitive web-based interface, you drag and drop the elements of your call plan into place to build a complete call handling solution.

Three levels of service are available, capable of handling increasingly complex call plans.

Use Contact Point to route your number to any landline or mobile, and set up special routing to deal with out of hours calls. Perfect for a sole trader, or an office with only one line.

Contact Path is the service for the growing business. Use it to create distribution patterns and hunt groups, so that calls are evenly spread across your staff.

Established enterprises with call centres to manage will want to use Contact Pro as their virtual receptionist and queue manager.

Monitor your plan's performance, and fine tune it any time you like, wherever there's an internet connection. Your changes will take place immediately.

What does it cost?

Choose Contact Point, Contact Path or Contact Pro, then add voicemail or call recording to enhance your service.

	Setup cost	Monthly charge
Contact Point	Free	£5
Contact Path	£30	£15
Contact Pro	£50	£40
Voicemail	Free	£5
Advanced statistics	Free	£8
Call recording	£100	£50
Call whisper	£50	£20

We bill you for the calls you receive, based on the type of number you use, and where it's pointed.

	Routed to a landline	Routed to a mobile
0845	1p per minute	15p per minute
0800	3p per minute	15p per minute
030	2p per minute	15p per minute
01 or 02	2p per minute	15p per minute

Use an 08 or 03 number to give your business a national presence, or create a local presence with an 01 or 02 number.

Want to know more? Contact us.

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