Telephone numbers that reach people, not extensions

What it is

intelligent Number (iN) allows staff to be contactable on the same number regardless of their current work location.

The proposition

intelligent Number is the market leading Personal Numbering solution—used by many thousands of staff in major national and international enterprises. iN increases the number of calls answered first time.

Designed to meet the demands of multiple work style options in today's agile business environment, iN is compatible with virtually every digital PBX telephone network. Because iN is a software solution, it can be used across both traditional TDM networks and IP platforms. It is ideal for networks where telephony has already been converged with an IP data network or is in the process of migrating, enabling a common dial plan across mixed architectures.

How it works

Missed calls are now a thing of the past because the recipient can quickly activate any phone at their current location to 'pull down' calls made to them. It ensures immediate connectivity to a virtually limitless number of telephone handsets; internal, external, fixed or mobile - on any network, at any location in the world. The system brings significant improvements to incoming call handling for office-based staff, mobile workers, teleworkers, home workers and for employees who work from multiple offices or require flexible 'hot-desking' facilities.

When on the move, a user simply registers their current location for calls by dialling into their system and responding to a simple sequence of voice prompts or by registering on-screen using a browser interface. This instantly pulls down incoming calls to the chosen handset.

If the iN user is unavailable or already busy on a call, the caller is routed to the user's voice mailbox or to an existing, compatible, external voicemail system.

See intelligent Assistant datasheet for alternative routing options.

Key Benefits

Improved individual **productivity**

One person, one number

Instantaneous call 'follow me'

A key **enabler for flexible work styles**, including hot desking and home working

Simple and **easy to use**

No costs for telephony 'moves & changes'

Delivery / Upgrade

All applications are scalable and can be integrated into the customer's existing infrastructure or provided as a hosted service on a pay-as-you-go basis.

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Features and Benefits of intelligent Number

Feature	Description	Benefit
Personal Numbering	A single contact number which is treated as the user's virtual telephone number, irrespective of their location.	Increased contactability. Improved customer service. Cost savings on voicemail and returned calls.
'Here and Now' Registration	Simple registration process to 'pull' calls to the user's current location.	Ease of use increases user acceptance. Avoids need to divert extensions.
Key Locations	Store your personal telephone numbers where you take calls on a frequent basis, for example, home number and mobile number.	Once stored, you can register 'Here and Now' quickly to these numbers.
Register Unavailable	Register unavailable for calls, e.g. when in meetings.	Enhances work environment by avoiding unanswered ringing phones.
Notification	Used in conjunction with the voicemail service, the caller can leave a message and the user can be notified of new messages, by phone, email or SMS.	Ensure professional call handling. Ensure important calls are seen quickly.
Call Screening & Filtering	See who is calling before answering the call. Automatically accept or reject calls from specific numbers.	Allows calls to be answered appropriately and nuisance calls to be avoided. Increase user productivity.
Whereabouts Enquiry	Users can check the availability of colleagues.	Allows communications to be made on a more informed basis.
Call Lists	Allows you to review calls that have been made to your intelligent Number, even dropped calls.	Keeps you better informed about calls abandoned and calls answered personally or passed to voicemail.
Class of Service Profiles	Extensive range of features can be enabled or disabled for each user. Different time zones can be supported.	Service can be tailored to meet both individual needs and corporate call handling strategy.
Web Assistant	Options can be managed through a graphical interface as an alternative to selecting menu options via the telephone handset.	Ease of use and accessibility.