

G-Cloud 15: Inbound

Answer your calls
on any device,
anywhere.



Instant call management for smart businesses

In today's dynamic business environment, companies often face challenges imposed by their network operators when managing call routing and telephony services.

Gamma's Inbound Cloud Services empowers businesses to take control of their telephony operations and break free from these constraints.

Inbound is a cloud-based telephony service for both geographic and non-geographic numbers that provides online access to a full range of call routing, monitoring and management tools, empowering your business with the perfect customer service.



Join Inbound and benefit from...



Call control

Harness the full potential of our advanced suite of online tools for call routing, monitoring, and management, empowering you with complete control of your customer services.



Cost efficiency

With zero setup costs, Inbound aligns with budgets, ensuring swift implementation.



Business resilience

Whether it's an unforeseen disaster or a simple operational hiccup, we have you covered.



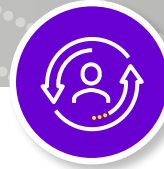
Improved marketing

Elevate your marketing efforts by utilising our advanced call statistics to measure advertising productivity and ROI (Return of investment) effectively.



Simplicity

It's user-friendly, enabling quick setup via an intuitive web interface, accessible from any device.



Adaptability

Inbound accommodates both geographic (01/02) and non-geographic (08/03) numbers, providing flexibility and accessibility.



A choice of 3 services

Inbound is available in three versions, each catering to specific business needs and sizes:

01

Contact Point

Designed for sole trader/single-site business. It's all about keeping things simple. Contact Point lets you easily set up call routing based on your business hours and staff availability.

02

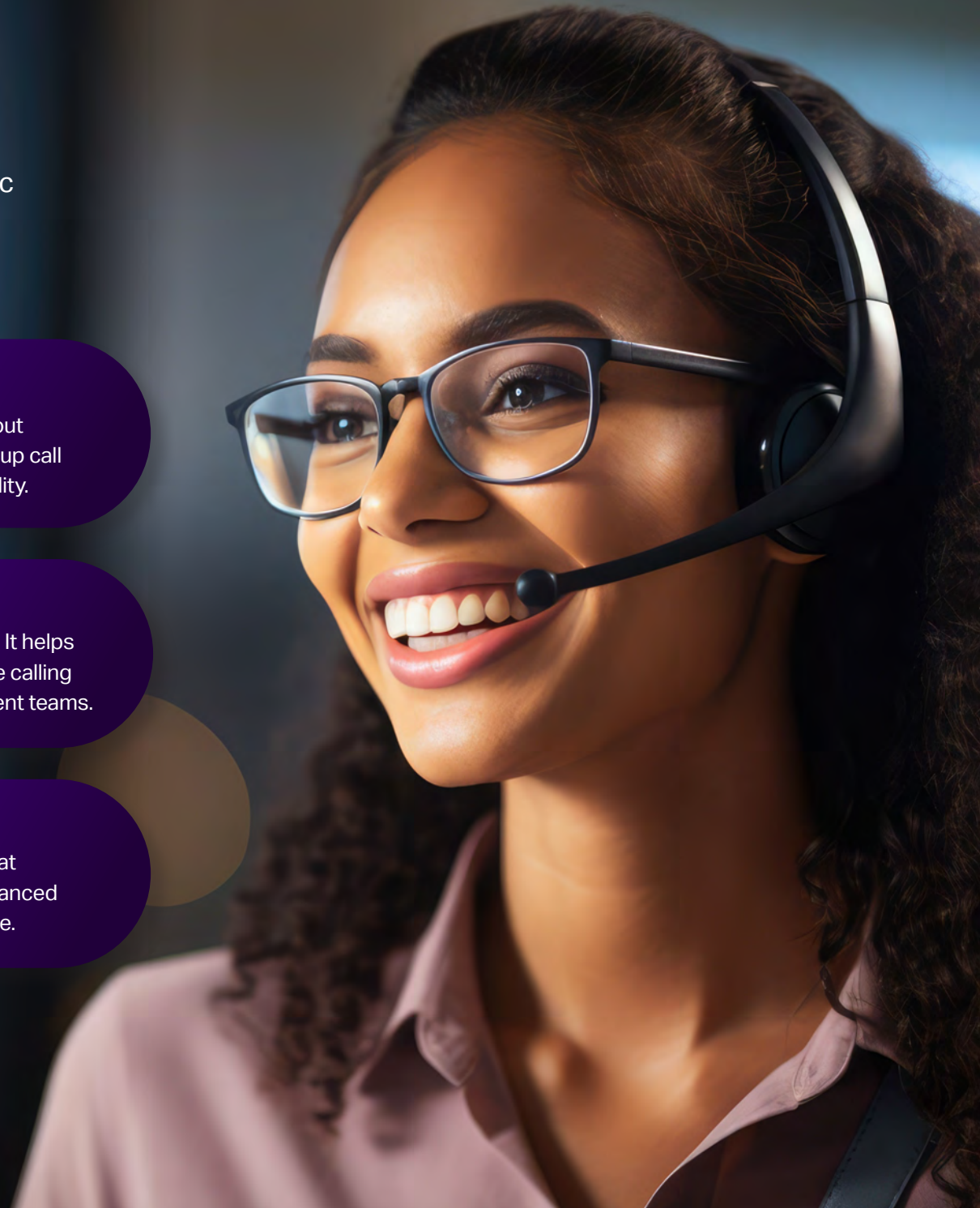
Contact Path

Perfect for businesses with multiple departments/sites. It helps you route calls based on who's calling and where they're calling from. It's also great for setting up hunt groups for different teams.

03

Contact Pro

The ultimate solution for call centres and businesses that prioritise top-notch customer service. Offering you advanced call centre functionality that's customisable and scalable.



Innovative features for your success

Regardless of the version you choose, Inbound offers a comprehensive set of common features:



Customised plans

Tailor call plans according to your business operating hours and modify them quickly to meet immediate needs.



Flexible call management

Efficiently manage calls during peak hours or when your office is not available by diverting them to another location or mobile device instantly.



Administration rights

With an account administrator in control, you can effortlessly onboard new users, assign access rights, and allocate specific numbers.



Elevated data security and resilience

Gateway to 24/7x365 Secure Online Management.



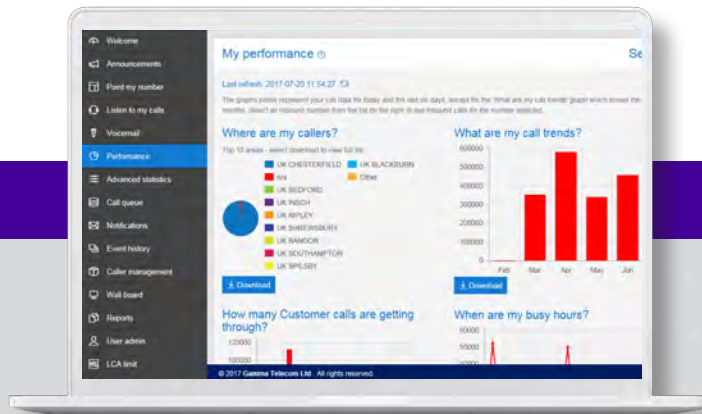
Call statistics

Gain insights into call handling efficiencies, productivity, call patterns, and caller behaviour, facilitating informed business decisions.



Call queue management

Seamlessly manage incoming calls by placing them in a queue during busy times, ensuring a smoother and more efficient call experience.



Call statistics



Call queuing



Optional features

For a more powerful Inbound solution



Inbound reports

Receive detailed call statistics via email daily, weekly, or monthly. Choose from summaries per number or individual call analytics.



Advanced call statistics

Make informed decisions with data on response times, call outcomes, and caller details.



Call whisper

Provide valuable pre-call instructions to call centre operatives. Ensure a tailored response, even when handling calls for multiple clients or departments.



Voicemail management

Easily manage voicemails across teams or sites. Retrieve messages online or via email as .wav files, maintaining clear records and audit trails.



Call recording

Capture calls for compliance, customer service, or audits. Enjoy secure online access with searchable storage and retrieval, granting control over file management.



Compare licences

Inbound features	Contact Point	Contact Path	Contact Pro
Secure online portal management - for quick and easy access	○	○	○
Admin Rights - set user access to specific features and numbers	○	○	○
Business Continuity - instant activation of your Business Continuity plans	○	○	○
Divert on Busy / No Answer / Failover - never miss a call	○	○	○
Time of Day / Day of Week Routing - to suit your business hours	○	○	○
Date Routing - deal with Bank Holidays and special days		○	○
Call Distribution - load balance your calls across teams or sites		○	○
Hunt Group - find specific people or first available to answer call		○	○
Area Based Routing - tailored according to your caller's number		○	○
Auto Attendant (IVR) and Announcements - call routing menu options			○
Scalable Call Queuing - to cope with busy periods			○
Auto Attendant (IVR) and Announcements - call routing menu options			○
Aliasing - allow multiple numbers to share same call plan		○	○
Shared Values - create global schedules across multiple call plans		○	○
GoTo - create complex or interlinked IVRs			○
Call Recording - for audit trails, compliance or training purposes	Optional	Optional	Optional
Voicemail management - pick up, share, archive voicemail across sites or teams by email or as .wav files	Optional	Optional	Optional
Call Whisper - for personalised call answering according to number	Optional	Optional	Optional
Advanced Call Statistics - measure advertising productivity and ROI	Optional	Optional	Optional
Inbound Reports - emailed statistics daily, weekly and monthly	Optional	Optional	Optional

Contact

Get in touch with Gamma today to enquire about your G-Cloud 15 service.



We're a certified Carbon Neutral* Company. This means you can demonstrate green credentials yourself. By working with us you have a solution that not only helps the environment but also enables you to become greener and conform to new Government environmental policies.