INTRODUCING
THE CCP NETWORK

In the modern world of business, it's almost impossible to handle the plethora of communications that most people receive daily. Texts and emails can wait a while, but not so with telephone calls.

Many people will not leave messages, and call elsewhere when met with voicemail, as they feel they have no idea when their message might be heard, or when they will get a call back.

There is a growing frustration with Interactive Voice Response, when a simple query or request, necessitates wading through complex layers of menus, only to be kept waiting in a long queue!

It happens to all of us, and we all know how much time it wastes, and how the frustration can be detrimental to customer satisfaction, but people are only able to deal with one call at a time.

If voicemail is used there can be up to 9 people calling the same number simultaneously, each hearing line busy messages at the same time. There has to be an effective and affordable solution.

Even if you have a Telephone Receptionist, she or he will have the same issues, as only one call can be handled at once, and with multiple members of staff, calls will be delayed in a 'bottleneck'. Most call answering services are able to relieve some of the pressures, but they can only take messages. That is costly, and still leaves the callers uncertain about when they will be called back. It achieves little more than the standard voicemail really. In fact it's only of benefit if the call needs to be redirected, but call re-directing is dependent on the caller or the purpose of the call.

Control of the call handling, in real time, is essential. A call might need a redirecting now, but not 10 minutes later. Callers need an accurate indication of when they will be called back, and "as soon I can" does not help much. Circumstances change during the day and so do caller priorities. Overleaf explains how CCP is able to allow control voice communication to make the working day less stressful, more efficient, and make customers feel more valued and satisfied.

By the way, CCP's Reception is very affordable at almost half the price of other well known services. Check it out for yourself. There are no long term contracts, just use it as and when required.

There is only one package of just £25 per month for the first 30 calls, thereafter it's only £1 per call, but the more calls you have, the lower the cost. For example, if you had 200 calls in a month you will only pay £0.84p per call, and 400 will be as low as £0.69p. Each month will vary, so you only pay for the actual amount of calls handled....no wastage!

See the features and Benefits overleaf, and call us to get started. We can import all your contact details so you are able to set up call screening right away.

ccp network®

Features and Benefits

- **Human response trained to your requirements**
  CCP Teleagents are trained to handle calls quickly and efficiently , but if you need a more bespoke service then CCP will set up a group of agents trained for your purpose.

- **Calls answered promptly within 3 rings**
  Calls are distributed within the entire or individual groups to ensure that the call is answered within 3 rings. Very occasionally it might be 4 or 5 as shifts change over.

- **Callers greeted by name**
  Previous or pre-loaded callers, are able to be greeted by name. People like to be recognised. You are able to set your preferred greeting style and change it at will.

- **Current status setting**
  Set your status globally, such as 'On vacation until....' or 'In meetings all day'. , but if a particular call is important, then over-ride it with the Screening You might use 'status' to re-direct all your calls.

- **Caller details entered into a CRM automatically**
  Callers details are captured and entered into the CRM for you to action later as you choose.

- **Call Recording**
  To ensure accuracy, conversations between the Teleagent and Caller are recorded and passed to you by e-mail., with the option to have a note added. You might prefer a text notification as well.

- **Real Time Caller Screening**
  A very special feature of Reception is Call Screening. You are able to set exactly how you wish a particular call to be prioritised or handled. Change this at will, the request is instantly implemented.

- **Message to Caller Functionality**
  Using the call screening function, you are able to relay a message back to the caller through the teleagent. An example would be a motor dealers service manager. If his customer calls then the teleagent will see the message from the dealer "Ready for collection at 4pm - £317.42".

- **Call redirection**
  Redirecting calls is only effective if the recipient is willing or able to receive the call. Additional recipients automatically have the Call Screening function, so they in turn are able to redirect at will. The Teleagent will 'click through' the cascade in a few seconds to reach the correct recipient.

- **Additional Recipients**
  You may add as many recipients as you choose. They will each have their individual secure log in. Up to 3 contact numbers can be stored for each recipient.

- **Messages between Recipients**
  Message other recipients directly from your message box. This feature saves a lot of time.

- **Sites and Departments**
  Have as many sites and departments as necessary. Recipients are able to be allocated to any department or site. The teleagents will locate them, and redirect to anywhere in the world.

- **Nuisance calls**
  In the event of you receiving calls that are of nuisance nature, then set that caller screening to 'Not Authorised.' The teleagent will politely state they are not authorised to process the call and terminate.

- **Personal Number Security**
  To prevent the recipient's number becoming public knowledge, The Teleagents cannot see the Recipients telephone numbers, however if a recipient wishes them to be known, this can be done.

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