



INBOUND CALL ROUTING

YOU KNOW WHO YOU ARE, BUT DO YOUR POTENTIAL CLIENTS?

Every incoming call could be your first – or last – chance to create the right impression. An efficient call handling service is essential, so you never miss a customer call or business opportunity. We provide a range of innovative and flexible inbound call handling solutions designed to suit your specific business needs. Our Call Routing Features are available on all of our numbers, UK and International.

ONE TO MANY

One to Many routes calls to up to five different destinations if one line is busy, unanswered or temporarily unavailable. If you have high volumes of calls and multiple answering centres, you can route calls in a 'round robin' or ring all answering centres simultaneously to ensure the call is answered as efficiently as possible.

DATA CAPTURE

Data Capture offers callers the ability to respond to an automated series of questions either verbally, using a phone keypad or a combination of both. Data Capture can be used in many ways, for example - competition entries, voting or brochure requests. Response data and recorded calls can be provided via the Diva web portal, or delivered by email or FTP.

GREETING

Before you answer a call from a customer, Greeting can play them your own recorded message or we can arrange to have it professionally recorded for you. This can be used to greet the caller in a standardised and consistent way, or give them information they may not otherwise get to hear about.

VIRTUAL SWITCHBOARD

This sophisticated service is ideal for organisations with multiple departments and offices. A virtual switchboard can be as simple as selecting from three options or complex as a multi-tiered menu with various features on each level.

MID-CALL TRANSFER

This feature allows answered calls to be transferred out to another destination number, without needing another phone line or having to pay for the cost of a second call. This is a network-based feature offering phone system like functionality over a wide area so is not restricted to a single location as is a PBX.

ZONE PLAN

If you are a multi-sited organisation and want to offer one main contact number, Zone plan will route your callers seamlessly to their nearest branch. All zone plans are bespoke and we will work with you to design a plan that ensures a maximum number of calls are handled at the most appropriate answering centre.

TIME OF THE DAY

An automated service which enables you to control where your calls are being answered based on the time of day or day of week. Calls can be answered on your landline or mobile, outsourced call centre or international office, in fact any destination globally allowing customers to reach you at times convenient to them.

QUEUE MANAGER

Deal efficiently with high or variable inbound call volumes and improve customer perception and satisfaction. Queue manager places your customers on hold while playing a variety of comfort messages that can assure them that their call is important and will be answered as soon as possible.





WHISPER

If you have different business, service or department numbers routed to one phone, Whisper will inform you which one the customer is calling about as you answer and before you speak. It simply 'whispers' the information to you and prepares you to answer the call in the right way. This is also extremely useful to Call Centres and Call Handling companies.

RATIO DIVERT

If your business is the kind of organisation that experiences frequent or periodical high call volumes, this product enables you to spread calls across multiple departments or sites, or to an outsourced call centre. This helps you to eliminate missed calls and potential sales opportunities.

ADDITIONAL SERVICES

CUSTOMER SATISFACTION SURVEY

Surveying your customers regularly is an essential part of running a successful business, regardless of your industry, product or service. Surveys measure satisfaction – or dissatisfaction – with your offerings. Determine customer needs and offer an opportunity to effectively communicate and build truly personal relationships with your customers. At Diva, we design low-cost, high value post-call surveys via IVR or SMS to suit your specific needs.

DISASTER RECOVERY

Unforeseen natural disasters like floods or heavy snow are not the only circumstances that can affect your business, other factors such as fires, power cuts or the accidental cutting of a cable in your area could disrupt your operations. At Diva, we offer a range of tailored plans that will protect your business' reputation and continuity.

VOICE PROMPTS

Professional recording of your IVR messages is important for your organisation, especially when you are trying to expand into new countries and markets. Most customers will not listen to (or may not understand) your IVR or on hold messaging unless it's in their native language.

EMAIL TO FAX

Email to Fax ties your email to a real fax number, eliminating the need for a fax machine, an extra phone line and all the associated expenses such as paper and ink. Fast, reliable and secure, Email to Fax enables you to send and receive faxes via your computer. What's more, it reduces your carbon footprint.

We can also provide these features on other suppliers number ranges by moving your number to Diva... call us for more details.

CALL RECORDING

A highly effective and affordable method to record phone calls that doesn't require a complex and costly technical investment. You can record all calls, or at the simple touch of a telephone keypad you can record individual calls on an ad-hoc basis.

This service is not PCI compliant or encrypted. Talk to us if you need PCI or legally compliant call recording as we have alternative solutions.

FAX TO EMAIL

Have your inbound faxes converted to emails with PDF attachments without the need for hardware or software. Fax to email is an easy and more confidential way of receiving, filing and distributing fax documents.

