



INBOUND SERVICES & TRACKED NUMBERS


PURECLOUD
TELECOMS & CLOUD BASED SOLUTIONS



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Pure Cloud Solutions are specialist providers of inbound non-geographic numbers and network-based call management applications. As a virtual network operator, we supply the very latest inbound telephone services.

Pure Cloud Solutions make providing inbound numbers and services really easy. Our 'Voice Anywhere' web portal application interacts live with our inbound platform, allowing customers the option to manage every service we offer quickly and easily in real-time, without the need to place orders or having to rely on a third party to process orders and make things happen.

This is a market-leading application, allowing our customers to create and deploy simple or even bespoke complex call routing plans and services within minutes, even multilevel IVR's. Reconfiguration of numbers and services can be done instantly through the web portal, which also provides access to recorded calls and voicemails.

We provide fully scalable and fully managed, state-of-the art services which offer phone system-like functionality deployed straight from the network. This offers near unlimited opportunities to businesses and organisations looking to improve the way in which they manage incoming calls.

Pure Cloud Solutions Number Ranges

01/02 UK City Codes

We can provide virtual area code numbers for most towns & cities within the UK, and we have a database of over 5 million available numbers to choose from. These numbers allow end-user clients the ability to have a presence in any location in the UK without needing to have a physical landline. The caller pays a normal local or national call charge. Inbound charges apply to calls received.

03 Numbers

Charged at the same call rates as standard UK 01 & 02 geographic numbers, 03 numbers are becoming very popular as one of the most customer friendly options. The caller pays a standard national call charge, with calls included in bundles and inclusive minute packages from mobile and landline operators. Inbound charges apply to calls received.

0300 Public Sector & Charity

0300 numbers have been restricted for the exclusive use of public sector organisations and charities. As with all 03 number ranges, the caller is charged at the same call rates as standard UK 01 & 02 geographic numbers, with calls included in bundles and inclusive minute packages from mobile and landline operators. Inbound charges apply to calls received.

0800 FreePhone

PURE CLOUD SOLUTIONS provide both 0800 & 0808 freephone numbers, which seem to be more popular than ever to end-user customers. The call is free to the caller when dialling from a landline, however mobile operators generally charge a higher rate. Inbound charges apply to calls received.



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0843 & 0844 Numbers

By far the most popular number range available in the UK today, These number ranges are charged to the caller at a rate of between 1 to 5 pence per minute, with 5 pence ranges commonly used. High revenue share is payable on incoming call traffic.

0845 numbers

0845 numbers are an ever popular choice with end-user customers, and along with 0844 are the most popular numbers of choice for end-users not wishing to pay to receive incoming calls. Revenue share is payable on 0845 call traffic.

0870 Numbers

Once the most widely used number range, following Ofcom regulatory changes to pricing and revenue sharing in 2009, most users of 0870 numbers have now migrated to other number ranges to continue to enjoy the benefits of using non-geographic numbers. Inbound charges now apply on 0870 calls received.

0871 Numbers

0871 number ranges are charged to the caller at a rate of between 6 to 10 pence per minute, with 10 pence ranges commonly used. High revenue share is payable on incoming call traffic.

International City Codes

We can provide virtual area code numbers for many international towns & cities around the world. These numbers allow end-user clients the ability to have a presence in locations abroad without needing a physical office or landline. The caller pays a normal local or national call charge. Inbound charges apply to calls received, with the price being specific to each location.

International Freephone

We can provide freephone numbers for many countries worldwide, allowing end-user clients the ability to market themselves and have a presence in locations abroad without needing a physical office or landline. The call is free to the caller from a landline, however some mobile network operators may charge. Inbound charges apply to calls received, with the price being specific to each location.

IVR, Auto Attendant & Switchboard

Customers have the ability to build IVR services on screen using the Voice Anywhere web portal. IVR services can be tailored to each client individually, and allow for multi-level menu options to be created easily, with each call leg having all call plan options and network features available. Personalised audio can be recorded via either a dial-in service, using the voice anywhere application, or uploaded straight from a PC.

Call Recording

Like all Pure Cloud Solutions services, Call Recording is a network-based application which can be activated instantly on any Pure Cloud Solutions number in seconds, without the need to pre-order. As this service is deployed from within the network, no hardware or software is required by the end-user customer meaning no installation is required. Fully scalable to any size organisation, large or small, this is the perfect solution for end-user customers requiring a call recording solution. Recordings can either be downloaded from the Voice Anywhere web portal, or delivered by email at the end of each call. Call Recording is available on all Pure Cloud Solutions inbound numbers (even ported BT landline numbers), and outbound call traffic.



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Call Queuing

This is a network-based call queuing application, which holds calls when destination numbers are found to be busy. This is a remote service deployed from within the Pure Cloud Solutions inbound platform, meaning no hardware or software is required by the end-user customer. This is a true queuing service, where the longest waiting caller is put through next, and offers huge capacity allowing for hundreds or even thousands of calls to be queued simultaneously where required. Calls-in-queue wall board is available through the Voice Anywhere web portal allowing the end-user customer to see live details of their waiting calls and caller information (if using our Hosted Voice Anywhere User Licence). Queuing can be activated in seconds on any Pure Cloud Solutions numbers. Personalised audio can be recorded via either a dial-in service, or uploaded straight from a PC.

Fax to Email

This service allows any Pure Cloud Solutions number to be converted in to a fax receiving telephone number in seconds, allowing end-users to receive faxes by email wherever they choose or may be. This is a dynamic solution available with no installation or pre-ordering, allowing for fast connection of service. End-users can have each document delivered to multiple email address at the same time, with the service able to receive virtually unlimited faxes simultaneously, meaning no engaged tones or the fax sender.

Disaster Recovery

All Pure Cloud Solutions services have the ability to be re-directed to an alternative DR call plan in the event of a problem. DR call plans can be activated quickly and easily using either the Number Manager web portal or the Pure Cloud Solutions iPhone application.

Hunt Groups

Incoming calls can be routed to a pre-defined list of destination numbers in turn until a call is answered or routes to voicemail, allowing for several people or teams to be offered calls in turn. Multiple Hunt Groups can operate at different times or specific days, allowing maximum flexibility. When the Round Robin feature is enabled, the hunt group sequence is re-ordered when each incoming call is received so the same destination number does not always get offered the call first, allowing for an even distribution of calls across the group.

Multi-Call 'Ring all at once'

As a feature option within Hunt Groups, this is a 'Ring all at once' feature allowing up to seven different destination phone numbers to ring at the same time until the call is answered, making it an ideal feature for home workers, multi-site organisations or start-up business with no phone system. All destination numbers ring simultaneously, with the first to answer taking the 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.





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Time & Day

This feature allows end-user customers to route incoming calls to different destination numbers or call plans at different times of the day or days of the week. Clients can specify their open & closed times, meaning out of hours calls being treated differently, perhaps routed to mobiles or sent to an out of hours voicemail.

Voicemail

A professional voicemail service which when activated will take messages when calls go unanswered or lines are busy. Voicemail messages can be delivered in any combination of ways, either by email or accessed through the Voice Anywhere web portal.

Voicemail (Out of hours)

Out of hours callers can be offered an alternative voicemail service which is available when used in conjunction with the Time & Day feature. When a service is set to closed, out of hours voicemail will take messages which can be delivered by email or accessed through the Voice Anywhere web portal.

Tracked Numbers

By allocating unique numbers to individual marketing campaigns, you can clearly & quickly identify which campaign is generating the most activity & revenue for your business

To speak to one of our team...

Call 0333 150 6780

or email info@purecloudsolutions.com

