

### Virtual Switchboard

**Virtual Switchboard is a reliable call management solution for small and medium sized businesses that provides all the functionality you might expect from a switchboard with a simple web based interface which allows incoming calls to be managed quickly and easily.**

Small and medium sized businesses invariably have tighter financial restrictions than their larger counterparts, so installing and maintaining an expensive PBX switchboard can be unrealistic. Virtual Switchboard provides all the functionality of a traditional PBX switchboard at a fraction of the cost, giving you the ability to easily manipulate how incoming calls are answered.

Virtual Switchboard is easy to set up, maintain and administer. You simply specify which options you would like to present to incoming callers, and decide where each call should be routed to. An automatic greeting message can also be added, giving a personalised touch to your business.

Virtual Switchboard is a feature rich application, which has the following capabilities:

- **Call Management:** incoming calls can be diverted by touchtone or Advanced Speech Recognition technology.
- **Call Forwarding:** divert calls to an alternative number when staff are away from their desk, or during out of office hours.
- **Voice Mail:** allows you to retrieve messages via the web interface or over the phone.
- **Call Queuing:** answer more calls than there are available incoming lines. On hold music or promotional messages can be fully personalised.
- **SMS notification:** in addition to recording a voicemail, an SMS alert can be sent to inform the recipient that they have a new message.
- **Remote Access:** services are configured and managed via a secure password-protected web interface.

#### There are several benefits:

- **Cost Savings:** as Virtual Switchboard is a hosted network based application there is no need for upfront capital expenditure.
- **Availability:** calls received out of hours can be handled by voicemail or forwarded to a support team. During busy hours, calls can be held in a queue till an agent is available.
- **Accuracy:** all calls are forwarded to the correct person or department first time in a professional, efficient manner.
- **Customisable:** Virtual Switchboard can be fully customised to fit with your brand identity.
- **Ease of Use:** all features can be configured via a web based interface with no need for any specialist skills or knowledge.
- **Combine with hosted PBX:** you can get a full office telephony solution that combines advanced IVR systems and PBX functionality to optimise the customer experience.



Invomo's hosted applications and services can transform phone-based communications- whether landline or mobile, inbound and outbound. We deliver continually optimised, reliable and secure solutions which can enhance brand, improve the processing of customer enquiries, convert more calls to business, extend the website experience and reduce costs.

For more information on how Invomo can help your business please contact us on 0844 88 88 500 or email [sales@invomo.com](mailto:sales@invomo.com) where one of our team will be happy to discuss your requirements with no obligation. See [www.invomo.com](http://www.invomo.com) for more information.

All telephony services hosted and operated by Invomo Ltd. adhere to prevailing Ofcom regulations and the Code of Practice as set out by PhonepayPlus.

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