



**word numbers sa**  
unforgettable phone numbers

# WORD NUMBERS SA CALL ROUTING SOLUTION

## INFORMATION GUIDE



## Introduction

Word Numbers SA's call routing solution can now route land line and cellular calls made to one "easy to remember" telephone number to over 180 destinations throughout the country.

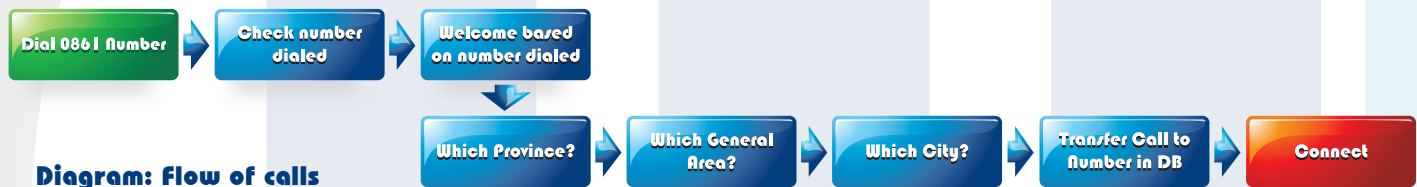
Your company can now promote and brand one single telephone number which allows customers anywhere in the country to get hold of a branch of their choice.

## Feature Description

- The caller would dial the 0861 telephone number, 0861-FLOLIST for example
- The application greets the caller based on the number dialed, "Thank you for calling 0861-FLOLIST..."
- The caller will then be presented with a series of location based menus, "For Gauteng please press 1.."
- Area selections will then be made by the caller based on where the service is required
- The call is then routed to the requested service provider

To test, dial **0861-FLOLIST (0861-356 747)** right now!

## Call Flow Solution



## Benefits

Our call routing solutions aims to connect your clients and your branches/franchisees in the most efficient and effective manner possible, thereby allowing you to provide;

- Better customer service
- Easy access to your product or service
- All the benefits of a complex call centre environment with none of the expensive outlay
- Alleviate pressure on your operators
- Our solution is flexible, allowing room for growth and any possible changes to destination numbers
- Save on advertising costs, since you only need to advertise one telephone number with all calls being distributed to the respective destinations.
- On a real time basis obtain call management reports showing call volumes as well as distribution of calls
- We are the only service providers able to route incoming cellular calls to over 180 destination
- Client pays for the full cost of the call, even once the call has been routed
- Become part of a national network of individual companies with your own exclusive area but together promoting just one number
- Real time disaster recovery if your destination number is down

## Contact Us

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