

CCP Colt Intelligent Network Service Description



1 Overview

Colt Intelligent Network (IN) Services form a managed portfolio of inbound voice Services. Calls are collected via service access numbers (SANs) or geographic numbers and are then delivered to any destination in the world, according to pre-defined routing criteria and/or via IVR prompts.

Colt Freephone

Calls to these numbers are free of charge to the caller, and you pay the full cost of the call.

Colt Premium Rate

The caller pays the full cost of a call to a Premium Rate number and you receive a share of the revenue from Colt.

Colt Shared Cost

The cost of a call is split between you and the caller. In some cases you may receive a share of the revenue, subject to spend thresholds.

Colt Personal Number

This is a 'follow-me' service. The number can be used to route calls to the end user's home, mobile or office phone. Calls to Personal Numbers are charged at a premium rate.

Colt Full Rate/Unique Number

The caller pays the full cost of the call but the call is not at a premium rate.

Colt IN Geo

IN Geo enables you to use a geographical number to route calls using IN features.

Colt Standard IVR

Standard IVR is a service option that extends the Colt Intelligent Network services by a network-based, managed interactive voice response (IVR) service. With Standard IVR you can add sophisticated call-handling and self-service applications for inbound calls to your Colt IN numbers. You can use it to set up a virtual contact centre, by consolidating several IN numbers into a single IVR application.

2 Network access

Colt IN Services can be accessed:

On-Net – calls originate on the Colt network

Off-Net – calls originate from any location in the world

3 Features

The following features are available in most Colt countries as standard with Colt IN Services:

Time-dependent routing	Enables you to route calls according to one or more of time of day, day of the week, day of the year
Load balancing	Calls are shared between locations based on a percentage split
Call distribution	If you don't want all calls to be put through to an operator, you can choose, for example, to switch through every 100th call, and connect the others to a recorded announcement
Origin-dependent routing (ODR)	Incoming calls are routed according to all or part of their calling line identity (CLI), or the geographic area where the call originates
Call diversion	If a call is not answered, or a busy signal/destination failure is detected, the call can be routed to a recorded message or an alternative destination
Blacklist	Enables you to bar incoming calls identified against a pre-defined list of CLIs
Whitelist	Allows only calls from a pre-defined list of CLIs to be put through
Call distribution by CLI	Enables you to distribute calls according to a pre-defined list based on CLIs
Recorded announcement	Diverts all calls to a standard recorded announcement, rather than putting them through to agents
Release call operation	Routes calls to a pre-defined tone
Call blocking	Enables you to block calls from mobile networks or international locations
PIN authorisation	Enables calls to be routed according to a code entered by the caller on the telephone keypad
Call limitation	Limits the number of calls that can be simultaneously delivered to a destination number
Call duration limitation	Enables you to limit the duration of a call (in seconds or minutes), using a timer in the Colt IN platform
Customised announcement (IVR only)	Enables you to upload your own individual announcements as part of your call flow
Tone Selection (IVR only)	Enables your callers to choose their call destination by pressing a number on their telephone keypad

4 Options

The following options are web-based tools, accessible via the Colt customer web portal:

Route Activator	Enables you to administer your call routing plans for your inbound calls. Offers the full range of IN routing features including Standard IVR options
Active Reports	Online tool offering a comprehensive range of online management reports that you can use to analyse call traffic and monitor and control the costs of your call centre resources