


Welcome to Frontier

“here to make life easy....”



 08000 92 62 32

 sales@fvdata.co.uk

 www.fvdata.co.uk

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Frontier Voice & Data have a comprehensive product offering to assist any Company with their inbound services.

MyInbound provides web-based management of inbound numbers and a menu of easy to use call handling services.

Many of the services are sold individually so that customers only pay for what they need, although Frontier provide a wide range of features free of charge.

Our feature rich services enable customers to manage inbound numbers and call handling and allow for additional features such as dialed number presentation and call recording.

Intelligent Call Control is a simple, easy to use service that provides complete, real-time control over the management of inbound numbers and call handling.

Non-Geographic Numbers (NGN) or Number Translation Services (NTS numbers) belong to a group of numbers that are not tied to a specific area of the UK. Calls to these numbers are 'pointed' to an existing landline number.


Available numbers include:

- 03XX (a new range of numbers)
- 0800/0808 Free phone
- 0845 'Local rate'
- 0843/0844/0871 Special Rate
- 0870

Key Benefits

- Potential monthly revenue share opportunities
- Customer or partner managed
- Easy to use, backed up with quick and reliable provisioning, training and support.
- Web-based call management
- Excellent opportunities for further sales



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Service Features

| | |
|--------------------------------------|---|
| One to One Translations | A single translation to a UK landline or mobile number. Single translations can be configured to route to an international destination. |
| Divert Plan | Divert Plans enable calls to be routed to specific numbers based on multiple time of day rules for all days including holidays. |
| Ratio Plan | Ratio Plans enable calls to be distributed to a number of targets based on a percentage of calls. |
| Hunt Group | Hunt Group enables all incoming calls to be answered utilising a range of possible options and with up to 10 targets. |
| Fax-to-Email | This enables incoming fax messages to be delivered as a TIFF email attachment to a pre-determined email address. |
| Virtual Receptionist | Virtual Receptionist enables all inbound customer calls to be automatically answered and directed to the callers required destination. This is based upon the caller using their telephone keypad to respond to menu options. |
| Queue | Queue enables all incoming calls to be answered and queued within the network. These routed to their target destination efficiently based on the configurable queue settings such as time zones. |
| Call Recording | This enables calls to be recorded and delivered to an email as a WAV file or downloaded via a secure Audio Server portal. It is charged separately. |
| Network Whisper | This enables the call recipient to receive a whisper prompt in their telephone earpiece just before the call is connected. Whisper prompts are recorded via the Audio Management Service. |
| Mid Call Transfer | This pre-configured service enables calls to be transferred to any UK landline or mobile number. Calls can be routed internationally if this feature has been activated. The service is invoked via the telephone keypad. |
| Dialled Number Presentation | This enables the called parties' number to be displayed to the target destination. |
| Management Information and Reporting | Management information and near real time statistical reporting is available via Vision, our secure portal. Call data is held for a period of 6 months and is available in CSV format. |



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