

## BtL's Platinum NGN Service

### Overview

BtL's Platinum NGN service allows incredibly complex solutions to be created. For the most complex solutions a 'Bespoke IVR' solution is required. This allows all of the available features to be combined in any order and manner. This is detailed below in the Bespoke IVR section.

However, for the simpler requirements, there are a number of bundled solutions available, tailored to meet specific requirements. These are referred to as 'Call Control' products and are also detailed below in a separate section.

All of the services include a web portal to allow you complete control of how your service is setup. The web portal includes a call log so, at any time, you can review the calls you have received. This call log is 100% real-time – to the extent that it even shows calls still in.

And if your needs change in the future we can simply and easily change you to a different Platinum solution. The install charge for a change of service is the same as for a new install.

### Reliability

BtL's Platinum NGN service has three working locations in London, Birmingham and Manchester. The three sites have around 40 E1s in six voice servers each with a satellite database served by a central master and a backup server. Servers are interconnected via Telsis equipment to BT Interconnects at all three sites. All are served and integrated by multiple IP networks and to several outbound carriers. A web server provides the interface for general administration and customer access. Credit card processing is integrated within the network utilising the three servers and IP connectivity.

### Bespoke IVR solutions

Bespoke IVR solutions can be incredibly complex. They can include any of the available features, arranged in any order, any number of times. The main features are listed below but it is important not to spend too much time trying to design the solution yourself. Instead, focus on the business requirements of the solution and let BtL use our wealth of experience to design you a solution that exceeds your expectations.

**Install: £500    Rental: £100 / month    Configuration: £75 per hour**

The install charge covers the licensing of the solution. Configuration charges are listed as an hourly amount as the cost to setup the solution will be almost totally dependent upon the complexity of the solution. These charges will be reviewed dependent upon the expected call volume of the solution.

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### Features / Nodes Available:

- Information Messages, including system generated reference numbers and call IDs
- Menus, up to 12 options per menu by using \* and #, with no limit of the number of menus in a solution
- Time of Day, between 8am and 1pm on Tuesday go to location A etc
- Load Balance, x% to location A, y% to location B etc
- Switchboard, "Please enter the extension number you require"
- CLI check, if the caller is from 020 go to location A, if they are 01344753300 go to location B
- Collect data from the caller, ask them to enter a number and store this as a variable
- Conditional If / Then checks depending on collected Data
- Operator Queue, with hold music and notification messages to the operator advising them that they have a call coming in from the solution and, optionally, allowing them to accept or reject the call
- Fax Box, faxes can be viewed online or sent to an email address as attachments
- Voicemail, voicemails can be retrieved online or sent to an email address as an attachment
- Conference Room, allow up to 15 people to enter a conference room
- Login with account and / or PIN, this can be used in a number of ways. It is commonly used to route calls based on a number that is entered by the caller
- Go to, for creating complexity or jumping to another part of the solution
- Send an Email
- Send an SMS
- The following features are also available but have additional charges, as noted below.
- Call Recording; Install: £75, Rental: £10/month, Call Rates: Platinum NGN rates + 0.88ppm
- Mid Call Menu, this allows caller to press # to access a menu while on hold for an operator The setup charge for this feature is £75 and the monthly rental is £10
- Credit Card Processing, the cost is dependent upon the application
- HTTP Get, to pass or collect information to/from a third party system. The cost for this is dependent upon the complexity required