

Solutions and Value-Added Services Available

inTouch800 offers two primary web call-back solutions, plus a unique system that allows unlimited accounts to be created and managed. We also offer a range of value-added services that will further improve your sales, marketing and customer service.

inTouch800
Professional

This is suitable when you want your call centre operators to automatically know the name of the customer and other details (such as the product they are interested in) before they speak to the customer. This solution requires that your call centre has a direct dial in (DDI) facilities with no front-of-house or call queuing.

When a customer requests a call-back from your website, inTouch800 calls your organisation first and when your operator answers the call the computer reads the customer's name, company name, comments and any other information you wish to be informed of. This might include the name of the page or product that the button clicked on relates to, or an order or booking reference. When the operator is satisfied with the information, they may either accept or decline the call. If accepted, a call is immediately made to the customer and your operator may talk to them as soon as they answer.

If your call centre does not have Direct Dial In (DDI) facilities, or has an IVR system or call queue, the inTouch800 Call Centre solution may be more appropriate.

inTouch800
ENTERPRISE

This solution gives an extremely fast response to the customer and then automatically puts them through to your call centre. This is useful when your call centre does not have a direct dial number but has a front-of-house or queuing system.

When a customer requests a call-back from your website inTouch800 calls them first, thanks them and asks them to confirm that they have requested a call-back. If confirmed, the system immediately places a call to your call centre and connects the customer. The customer can then freely negotiate any front-of-house IVR, self-service applications or call queues to obtain the help they need.

Any information that the customer enters into the call-back form (eg. their name and email address) and any other information required (eg. the name of the page or product that the button clicked on relates to) is not read out to your operator, but is available at any time via the online control panel.

inTouch800
call centre

This solution gives you the ability to create and manage unlimited inTouch800 Professional and Call Centre accounts using our online control panel. It is very cost-effective if you require more than 10 accounts.



ENCODED
the interactive voice experts

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Solutions and Value-Added Services Available

In addition to the standard solutions, inTouch800 offers unique value-added services that improve your marketing response, increase your sales and reduce your costs.



Text Trigger Module

This inTouch800 module allows your customers to request a free call-back via SMS text message. This will increase your marketing response from mobile users who often cannot make free calls from their handsets. It can be used as a very effective call-to-action on TV, radio, print and billboard advertising to send a hot lead directly to your call centre.

"increase your marketing response from mobile users"



eCommerce Module

This inTouch800 module will increase your sales by capturing customers who aren't comfortable paying online and encouraging them to pay by telephone. It keeps your transaction costs low because the payment is handled by an automated credit/debit card platform, and the ability to automatically pass an order reference gives a seamless user experience and immediate reconciliation when payment is received. High customer security is assured, as no employees or agents have access to the credit/debit card details entered.

"increase your sales by capturing customers who aren't comfortable paying online"



Multiple Destinations

This inTouch800 module allows a single account to distribute your calls to multiple telephone numbers within your organisation or call centres. It can be used to efficiently route enquiries to specific departments, or to fit in with your current call reporting systems.

"distribute your calls to multiple telephone numbers"

What Next?

Visit our website at www.intouch800.com for further information.

Call us on **0845 120 9790** or email info@intouch800.com for advice on which inTouch800 call-back solution is right for you.

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