

Telephone call handling for schools

Submitted by: Storacall

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Storacall Voice Systems has over twenty five years experience in providing telephone call handling solutions to the schools sector with particular expertise to solve many of the telephone problems like call routing for absentee reports, routing to departments or ancillary facilities such as leisure centres, filtering of wrong numbers or nuisance callers and announcement services to inform parents and other callers that the school is closed until morning, or evacuated on a drill or closed for the holidays

The latest version of the UltraVox telephone call processor and is ideal for school applications as it integrates with most telephone systems and also with Centrex services, used by many schools. The Ultravox acts as an automatic operator and can relieve the pressure on school staff by allowing callers to route their calls directly to particular extensions, school departments or public facilities without having to speak to an operator.

Callers knowing the department number can dial it directly or select particular personnel or departments from a multi-level menu and if they do not know the extension number required, they can press the star button to hear a spoken directory. In an ideal world, a caller would be connected immediately, but when the volume of call traffic exceeds the capacity to answer, queuing calls may become a necessity. The UltraVox ensures that all incoming telephone calls are handled efficiently by structuring the way in which callers queue for extensions or departments.

Importantly callers are not trapped in a queue, waiting to be dealt with, they can take control of their call, and may even be able to obtain the information they require by selecting an information announcement facility giving details for example on special events, school times, holiday periods or sporting information. They can also optionally choose to leave a recorded message on the integral voice mail facility - and all without speaking to an operator.

An UltraVox information pack is available from Ian Parberry on 01932 710710 or email sales@storacall.co.uk

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