

Number Manager

Advanced inbound call management has never been more effective or accessible. Since 2012, Number Manager has continued to develop alongside market needs to become the definitive inbound solution.



The Industry-Renowned Call Management Solution

Number Manager is the market-leading portal for inbound call management, an intuitive and user friendly platform that makes advanced call routing technology simple in an extremely cost effective way.



Comprehensive In-House Solution

Number Manager was built entirely in-house and remains under constant development for improvements and additional functionality by the dedicated technical teams at Invosys. If you ever need to speak to an expert in Number Manager, just pick up the phone.



Invosys Remains in Complete Control

As Number Manager is our own product, we control its road map for development, which we base around feedback from our existing partners. This also means that we are able to tailor Number Manager to our partner's unique needs with bespoke solutions.



A Robust and Reliable Solution

Number Manager is built on a resilient infrastructure across multiple data sites. With strong infrastructure, users can pre-configure their own disaster recovery settings so if a disaster strikes, they would be able to rectify the situation with the push of a button.

Accessible through the web, our platform hands total control over to the user, allowing them to set up and manage detailed call scenarios quickly and effectively.



Why Number Manager Stands Out



More VoIP Services Readily Available

A full suite of call handling solutions has been readily integrated into Number Manager. This includes both our hosted and SIP services, which can be instantly added to our partners' portfolio should they choose, with no further training needed.



Designed with Simplicity in Mind

Complexity doesn't need to be complicated. That's why Number Manager offers advanced functionality without the need for advanced product knowledge or 'tech savviness,' your customers can set up and manage their own services with little training.



Cost Effective

Number Manager is a cost-effective solution that can save both you and your customers' money. This is a result of our unique licensing and commercial models designed around the genuine needs of both parties.



Scalability Made Simple

Whether your customers need Number Manager employed at a single site or multiple, the solution's flexibility and short deployment time make scaling simple and speedy.



Make Changes & Retrieve Reports in an Instant

Real time changes to services can be made at any time and from any device of your choice. As well as making changes, call stats and reports can be instantly generated to keep you and your customers in the loop at all times.

What Can Number Manager Do for Your Business?

- ✓ Take the work out of managing your customer's services.
- ✓ Enhance the overall user experience for your customers.
- ✓ Help to streamline costs and achieve greater profit margins.
- ✓ Gives you access to a full suite of easy-to-sell telephony products.
- ✓ Monitor call stats in an instant with real-time reporting.

What Can Number Manager Do for Your Customers?

- ✓ Help them stay connected with their own customers.
- ✓ Improve their communications both internally and externally.
- ✓ Ensure business continuity even amidst disaster.
- ✓ Enable their workforce with remote working and hunt groups.
- ✓ Keep them informed with detailed reporting for call statistics.

What Functionality Does Number Manager Have?

The advanced features of Number Manager are available to every user of the platform. These features include:

Call Recording

Safely and securely record calls to be stored on the Number Manager platform. Calls can be stored for up to seven years and can be simply accessed through the online portal.

Instant Disaster Recovery

Preconfigure your disaster recovery settings and, if disaster does strike, roll out your DR settings with the push of a button for total continuity of service.

IVR Menus & Auto Attendant

Let callers redirect themselves with custom menu options, e.g., press 1 for sales, press 2 for customer care. Multiple levels can be set within an IVR menu, each with custom audio and call routes.

Wallboard

Manage your call queues, set limits for each queue, and make updates to your queues in real time with the Wallboard feature.

Voicemail & Call Alerts

Voicemails and missed call alerts can be delivered via email to multiple agents.

Call Routing

Route inbound calls to any device inside or outside of your network, all in real time. Number Manager works seamlessly across handsets, mobiles, and softphones.

Call Plans & Hunt Groups

Share inbound call traffic proportionally across as many devices, groups, or sites as required. Call ratios can be monitored and adjusted in real time to ensure no group is overwhelmed.

Out of Hours Settings

This option allows users to set custom preferences for call handling when they are out of the office or unavailable. Divert calls to alternate endpoints, to voicemail, or play an audio message.

Call Shield

Call Shield can be switched on and personalised at the click of a button, allowing users to benefit from immediate fraud detection.

Call Queueing

Hold callers in intelligent network queues, with options to have multiple queues in place. Tailor each queue with custom music, comfort messages, and queue position announcements. Queue thresholds automatically redirect call overflow to voicemail or another department or allow callers to exit a queue to record a voicemail as they wish.

Integrated Reporting Suite

The integrated reporting suite allows users to track call stats and generate instant reports for call stats such as call locations.



Ready to Optimise Calls with Number Manager?

Contact our team to discover the endless possibilities of Number Manager with Invosys.

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