

# INBOUND SERVICES

VANILLAIP TECHNOLOGY INBOUND SERVICES IS A PORTFOLIO OF INTELLIGENT NETWORKNUMBERING AND ACCESS OPTIONS.

These include UK and International Number Ranges, Number Porting [for geo and non-geo numbers], Fax to E Mail, Cloud services Auto Attendant, Call Centre and Call Recording. These services are available to legacy PBX customers by using VanillaIP SIP Trunking

## NUMBERING

What numbers can VanillaIP Technology provide?

- International DDI Numbers – Most major destinations
- UK Geographic Numbers – 01xx and 02xx
- UK Non-Geographic Numbers – 03xx and 08xx
- UK Premium Rate Numbers – 09xx
- UK Geo and Non-Geo Number Porting

## FAX MAILBOX

Fax Mailbox is a fax-to-email service where inbound faxes are delivered into the recipients email inbox. This service is suitable for customers main fax numbers or to provide DDI fax for individual users.

## CLOUD AUTO ATTENDANT, CALL QUEUING AND STATISTICS

Call queuing and any comfort messages, music on hold or auto attendant options are provided from the VanillaIP technology core. Calls are only delivered across the customer WAN when a user is available to take the call. Any number of concurrent callers can be queued and there is no port requirement that limits the number of simultaneous queue messages.

## HOSTED CALL RECORDING

Hosted Call Recording can be deployed alongside an existing PBX with VanillaIP Technology SIP Trunking without any capital expenditure. Call Recording is charged as a monthly per user service with all recordings stored free of charge for the previous three months. Should you wish VanillaIP Technology to continue storing older recordings there is a per minute charge. You can select which users or teams are being recorded and access all calls online through the Uboss web portal.

## VIRTUAL OFFICE SERVICES

For mobile customers, or those without a regular office, Virtual Office Services provides a UK or International number that will intelligently 'hunt' for the user when a call is received. This allows the user total freedom to work from any location or device with the added benefit of a single voicemail box.