Colt Intelligent Number Routing Platform Datasheet

Colt Voice Services

Key Benefits

✓ **Enhanced customer experience:**

Immediate 24/7 responses, intelligent call routing, and reduced wait times.

✓ **Cost efficiency:**

Minimizes the need for live agents and lowers upfront investment and maintenance costs

✓ **Improved operational efficiency:**

Manages high call volumes automatically, allowing your team to focus on complex tasks.

✓ **Valuable insights:**

Collects data on call volumes, durations, and outcomes for business analytics and continuous improvement of operations and customer service.

✓ **Scalability and adaptability:**

Accommodate increasing call volumes and business growth with the ability to scale the IVR solution, add more IVR ports, or integrate additional features as needed

✓ **Reduced wait times:**

Implement queuing options to reduce call wait times, improving customer satisfaction and increasing overall efficiency.
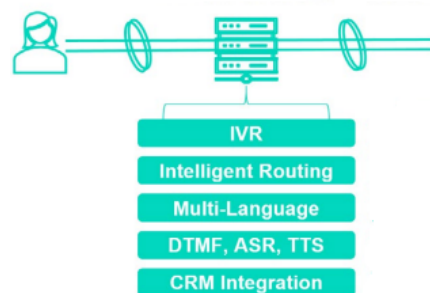
Colt Route Activator, an easy and efficient way to manage your Service Access Numbers

With Colt Route Activator and its IVR solution for inbound numbers, organizations can efficiently manage and direct incoming calls based on predefined criteria, such as customer preferences, IVR choices, or available agents.

What is Colt Route Activator?

Colt Route Activator is a comprehensive platform developed by Colt Technology Services, a leading global provider of high-bandwidth connectivity and communication solutions. Route Activator offers advanced routing capabilities and intelligent call management features for inbound numbers.

The Colt Route Activator platform includes an IVR (Interactive Voice Response) solution specifically designed for inbound numbers. This IVR solution enhances the customer experience and optimizes call handling by leveraging interactive voice prompts, automatic speech recognition, text to speech and intelligent routing functionalities.

IVR

Intelligent Routing

Multi-Language

DTMF, ASR, TTS

CRM Integration

Key Features

Interactive Voice Response (IVR)

- Customizable IVR menus
- Multi-language support
- Automatic speech recognition
- Text-to-speech

Call Queue Management

- Dynamic queuing
- Customizable hold music and messages
- Callback option

Advanced Routing Rules

- Time-based routing
- Geographic routing
- Skill-based routing
- Sequential and simultaneous ringing

Voicemail

- Personalized voicemail messages

- ⊘ **Multilingual support:**
  Delivered in multiple languages to cater to a diverse customer base.

Call Recording

- On-demand or automatic recording
- Storage and retrieval of call recordings
- Compliance with regional call recording regulations

Failover Routes

- Automatic rerouting of calls in case of failure
- Redundancy and reliability guarantees

Analytics and Reporting

- Real-time dashboards
- Detailed call logs and reports
- Agent performance analytics

Blacklist/Whitelist Functionality

- Ability to block specific numbers
- Ability to allow only certain numbers

What do Colt offer

When customers choose Colt's route activator platform, they gain access to a comprehensive solution that optimizes call routing, enhances customer experience, and improves operational efficiency. Colt offers customizable IVR functionality, seamless integration , advance call analytics and reporting, scalability to handle varying call volumes, and 24/7 expert support. With Colt's route activator, customers can streamline their inbound call processes, gain actionable insights, and deliver exceptional service to their callers. The Colt Route Activator platform and its IVR solution for inbound numbers offer organizations the flexibility, adapt to changing business needs, and deliver a superior customer experience. By leveraging the capabilities of Colt Route Activator platform, businesses can optimize call routing, increase efficiency, and drive customer satisfaction in their inbound call management operations.

About Colt

Colt aims to be the leader in enabling customers' digital transformation through agile and ondemand, high bandwidth solutions. The Colt IQ Network connects 900+ data centres across Europe, Asia and North America's largest business hubs, with over 29,000 on net buildings and growing. Colt has built its reputation on putting customers first. Customers include data intensive organisations spanning over 212 cities in nearly 32 countries. Colt is a recognised innovator and pioneer in Software Defined Networks (SDN) and Network Function Virtualisation (NFV). Privately owned, Colt is one of the most financially sound companies in its industry and able to provide the best customer experience at a competitive price.