

# Route Toll Free calls in real time for greater efficiency and productivity.

## Online Control Route service from Bell

Today's enterprises must have the agility to adapt to rapidly changing business conditions. For contact centres especially, any interruption or delay in communications can create a number of operational challenges and compromise quality of service and agent productivity. Having the ability to re-route Toll Free calls in the event of a business interruption or excessive call volumes is a key element in ensuring ongoing service quality. Bell's newest Web-based routing applications allow you to make real-time changes to Toll Free call routing plans and schedules, helping you to deliver the best customer service experience possible.

### Solution

Designed for Bell Toll Free customers, Online Control Route service provides user-friendly online self-serve capabilities to manage your call routing requirements via our secure Bell Business Portal. You can choose from and implement an array of routing control functions within minutes without having to make a call to issue a service order.

### Features

Online Control Route service from Bell allows you to:

- Implement call routing changes as you need them
- Establish/change the percentage of calls sent to various locations
- Change the time of day, day of week or holiday period during which calls are re-routed
- Activate emergency route or emergency route pre-plans
- Make changes to existing emergency route pre-plans or create new pre-plans by copying existing ones
- Change the sequence in which calls overflow to alternate answering locations in the event that the normal answering location is not available



### Benefits

- Increase call completions through hands-on control over incoming calls
- Improve response times to emergencies or high volume requirements through real-time routing change capabilities
- Improve management of multiple contact centres
- Enhance customer satisfaction and agent productivity
- Streamline management processes

### Why Bell?

Bell is a Canadian leader in converging information, communication and technologies (ICT) strategies to help enterprises improve business performance, speed time-to-market, and realize complete peace of mind. The foundation of our world-class ICT infrastructure is a high-powered reliable network backed by a multi-disciplinary team of experts. Our highly-skilled professionals offer diverse expertise in business process assessment, as well as solution design and deployment across a wide range of industries. Bell solutions and services can be customized to meet industry-specific needs and the business demands of today and the future.

For more information visit [bell.ca/enterprise](http://bell.ca/enterprise), or request to be contacted by a Bell representative at [bell.ca/contact-enterprise](http://bell.ca/contact-enterprise).

