

Product Name:

Toll-Free Routing

Availability:

PAETEC's Toll-Free Routing is available in all PAETEC markets.

Ideal Customer Profile:

Ideal customers have one toll-free number with multiple destinations and require specific call routing schemes and customized messages, automatically directing callers to the appropriate call center location.

CPE Requirements:

There is no additional CPE required.

TOLL-FREE ROUTING | In Brief

Product Description

PAETEC's Toll-Free Routing features direct incoming calls to a specific end-location based on predetermined criteria. Geographic routing is based on the originating state or the Local Access and Transport Area (LATA). The Percent Allocation feature routes calls to multiple destinations based on a predetermined percentage of calls received. For instance, 25% of all incoming calls are routed to Location A and 75% to Location B, based on the location's call handling abilities. Additionally, Time of Day routing allows calls to be routed based on the time of day of the originating call, which encompasses specific hours of the day, days of the week, and days of the year.

Product Capabilities

Automatic routing - Each call is routed based on predetermined criteria, eliminating the need for human intervention.

Single toll-free number - Customers can contact any department of your company using a single toll-free number, avoiding unnecessary confusion and facilitating simple advertising.

PAETEC Online - Our Web-based customer interface allows you to manage your account and manually change your routing schemes, which are activated within seconds.

Application One

Canandaigua Travel Corporation's (CTC) call center fields over 1,500 calls every day from locations across the United States. In order to quickly and effectively resolve customer questions, each call center location specializes in issues regarding its specific geographic region. CTC selected several PAETEC Toll-Free Routing features to meet its various call center requirements.

With PAETEC's Geographic routing, the call's originating location is determined, directing a call from Manchester, New Hampshire, for example, to the northeast call center. The Geographic routing feature allows each call center location to handle questions within its own region, expediting call resolution. Additionally, CTC implemented PAETEC's Time of Day routing feature, because the call centers are only operational between 8AM and 7PM, Monday through Friday. Time of Day routing directs calls based on the time of day, day of the week, and day of the year, allowing an alternate location to field after-hour calls. Any calls coming to CTC's northeast call center after 7PM ET will be automatically forwarded to the west coast call center, based on Time of Day routing.

Application Two

Business Media, a national distribution center, handles incoming calls from across the United States. It has contact centers in Phoenix, Arizona; Charlotte, North Carolina; and Hartford, Connecticut. Each Business Media call center agent is capable of handling any customer questions, regardless of the degree of difficulty. Since call distribution is not based on skill, Business Media needed another method to balance the call load. PAETEC's Percent Allocation feature allows Business Media to predetermine the percentage of incoming calls routed to each call center location. With Percent Allocation, one location is not overwhelmed with incoming calls, balancing the call flow and increasing customer service quality. In addition, Business Media blocks all incoming toll-free calls from Arizona, North Carolina, and Connecticut, using PAETEC's Geographic Blocking. Callers from those three states hear a recording indicating that their call is blocked. The caller is then directed to hang up and dial the respective in-state distribution center directly. This prevents Business Media from paying higher toll-free intrastate and intraLATA charges.