



Product Overview

Enhanced Toll-Free

What is Enhanced Toll-Free?

PAETEC Enhanced Toll-Free provides the tools to effectively manage your toll-free communications in real time, as well as the versatility to expand your toll-free service as your business grows.

Enhanced Call Routing: A multitude of call treatments are available based on such criteria as geography, time, type of caller, percent allocation, call distribution, network queuing, and network transfers.

Hosted Voice Integration: A network-level voice interactive system presents a clear and consistent message to your callers. It's possible to provide automated information, elicit caller responses, or guide callers to the correct recipient in an efficient manner.

Online Visibility & Control: Gain insight into your callers' behaviors by population or by individual. You can implement changes to your routing schemes online in real time to support sound business decisions.

Enhanced Invoice Options: Assign costs according to your needs – segmented by where the call originated, what options the caller chose, or you can even have your franchisees pay for calls that went to their locations based on the routing criteria.

Key Facts:

- A single toll-free number can ring to any 10-digit number – an existing number or a newly created “vanity” number
- Automated call routing based on a broad menu of specifications
- Web-based tools for account management and analysis, along with itemized invoices to track usage and spending by number or location
- Network queues and voicemail to maximize utilization of every line
- Virtual call centers allow call logging and queuing

Solution Features & Benefits:

Functionality: Enhanced Toll-Free routes every call to the right individual. Routing can be based on geography, time, and type of caller (a wireless call for instance) among other criteria.

Cost Control: There are no upfront equipment costs or maintenance contracts with the PAETEC Enhanced Toll-Free network-level solution.

Efficiency: In times of high call volume, you can offer your callers the option to request a call back. Intuitive features to handle credit card transactions and conference transfers further increase your ability to handle callers efficiently.

Ability to Grow: Every application – even virtual call centers – can grow seamlessly across the PAETEC intelligent network.