



Features Benefits Pricing



- Ensure support calls or service calls get to the right person who is “on-call”.
- Automatically escalate if the “on-call” engineer is busy
- Schedule who is on-call a week in advance
- Change on-call engineer on the fly
- Managed multiple shifts
- Email or SMS alerts when a call comes in
- Daily & weekly reporting

The ideal system for on-call support, in or out-of-business hours.

If you run a team of specialists or engineers who need to be “on-call” to take queries or fault calls from your customers, then you need a system to control those incoming calls – On-Call Manager.

On-call Manager is a hosted PBX system offering professional Call Centre style technology “in the cloud” as a service that you can use on a monthly basis. It offers the following features:

- **A Direct In-Dial (DID) number** (Australian or international) - the number called by your customers
 - 1300 numbers can re-direct it to this number
 - Existing numbers can be ported in certain circumstances
- Plays a welcome message or offers an **IVR menu**
- **Queues** the call, playing **on-hold music** while calling engineer’s numbers (landline/mobile)
- On-call engineer tried first, if not answered or rejected, **auto-escalation** to a list of numbers (up to 20)
- Supports different **shifts** for different time zones (e.g. overseas “follow the sun” support)
- Engineer can to **accept** or reject the call (customer doesn’t get mobile voicemail message)
- Email or **SMS** alerts sent when a call received.
- **Overflow** management (e.g. escalate or voicemail if the call is not answered)
- **Voicemail** delivered as an email
- Daily and weekly **detailed reports** for each call
- Calls can be **recorded** for performance analysis
- Fully featured Call **Conference** capability available – the best way to handle a complex fault call
- **Administration** Website for real-time control, reporting and configuration

NEVER MISS A CALL AGAIN!

On-Call Manager: From \$250 rental per month (3 queues), plus calls and text messages

Call Conferencing: From \$36 rental per month (plus any out-dial calls)