



# Voice Manager

Powerful, intelligent call routing for Salesforce business telephony. Ensures calls are managed to give superb customer experience and optimise staff productivity.

## Intelligent, Relationship-based Call Routing

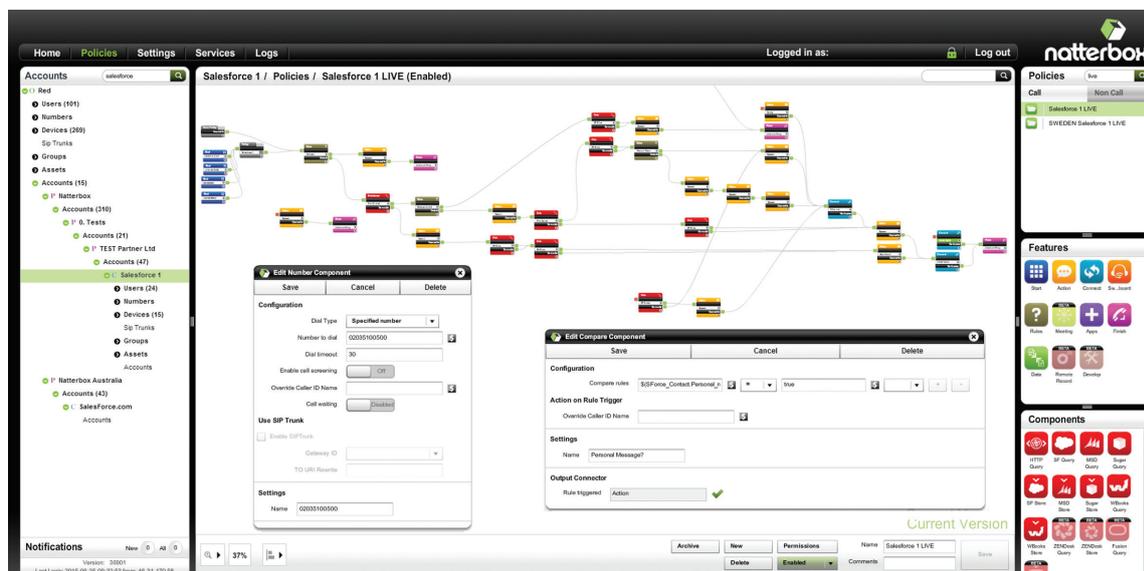
Your business captures an immense amount of valuable information about your customers in Salesforce. Put this valuable data to work when you interact with your customers on the phone with Natterbox Relationship Based Routing. Call routing decisions are based on the caller's number and information held in Salesforce. The result is faster more personalised and less frustrating experience for the customer by being routed to the right person immediately.

Any information in Salesforce can be used to route calls including annual spend, what products and services have they purchased or are considering, credit status and open support tickets. The system can automatically direct calls to different people, phones or groups of users based on date and time, make voicemail the last option and prioritise VIP customers.

- For sales this focuses on high value customers to ensure they get the best experience.
- For customer service it helps the achievement of SLAs and prioritising customers who have open tickets for too long. For finance it increases accounts received by automatically routing late payers to the accounts team before they hit support.

## Natterbox Administration Portal

At the core of Voice Manager is the Natterbox Relationship-based Routing Engine. Managed through an intuitive workflow GUI portal it makes creating complex, tailored call routing policies incredibly simple. A policy is assembled from predefined routing components which can be updated in real-time and go live in seconds.



## Personalised Greetings

Play individual personalised greetings and other messages to callers based on their information in Salesforce. If the caller is identified from their number they can be greeted by name and put through to their account manager by name. If they have an open support ticket Voice Manager can query Salesforce and use Text to Speech to provide an update as part of the greeting. If they are on holding for their account manager they could be informed about relevant product updates or be listening to their favourite radio station. The result is a memorable customer experience that differentiates your business from your competition.

## Alerts

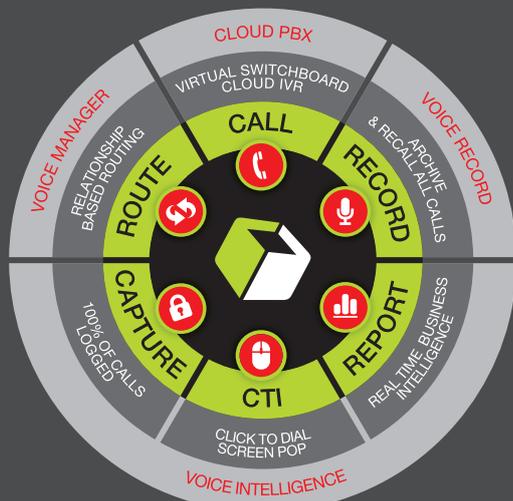
- SMS and email alerts are triggered based on calls or call activity.
- Missed calls are flagged with an alert via Mobile Text/SMS or email if your customer doesn't leave a message.
- If another salesperson calls an account that doesn't belong to them Voice Manager uses Salesforce data to identify this and inform them.
- If your organisation has a call back SLA that are at risk of being breached then Voice Manager will inform the appropriate person.
- Missed calls placed into Salesforce as a case or activity

## Call Blocking

Block or manage both inbound and outbound unwanted calls such as expensive premium service numbers and blacklisting nuisance callers with the ability to play an explanatory message. Ensure staff are maximising their productivity by restricting outbound calls if the number is not in Salesforce and only allowing personal calls during specific hours

## Voice Manager feature summary

	Voice Manager Lite	Voice Manager Pro
✓ No software or hardware onsite	✓	✓
✓ Natterbox drag and drop advanced policy design engine	✓	✓
✓ IVR functionality	✓	✓
✓ Work with existing PBX or Natterbox Cloud PBX	✓	✓
✓ Email and SMS alerting for calls	✓	✓
✓ Route calls to landlines and mobiles	✓	✓
✓ Text to speech support	✓	✓
✓ DR and Failover settings	✓	✓
✓ Call Blocking	✓	✓
✓ Time of day routing	✓	✓
✓ Local and international number support	✓	✓
✓ Dynamic call routing base on Salesforce information	✗	✓
✓ Salesforce generated welcome messages	✗	✓
✓ Voicemail to cases in Salesforce	✗	✓
✓ Voicemail recordings available from Salesforce	✗	✓
✓ Call prioritisation based on Salesforce information	✗	✓
✓ Call blocking based on Salesforce information	✗	✓



## Natterbox

Natterbox launched in 2010 to bring voice and business telephony into the digitised customer experience.

Our voice cloud PBX and services capture and integrate voice into customer processes and CRM systems.

Over 250 organisations of all sizes around the world rely on Natterbox to set new standards in customer experience to drive measurable increases in sales efficiency, competitive advantage and organisational success. Customers include Groupon, Expedia, Legal and General, Rakuten, Societe General and Kimberly-Clark.