

Inbound Overview

Inbound

V12 Telecom offers a vast portfolio of virtual, non-geographic telephone numbers from within the UK and from countries around the world allowing you to conduct business without boundaries. To complement our numbers we offer a wide range of scalable and fully managed cloud-based call services, providing complete phone system functionality - enabling you to improve the way you manage your inbound calls with zero capital expenditure.

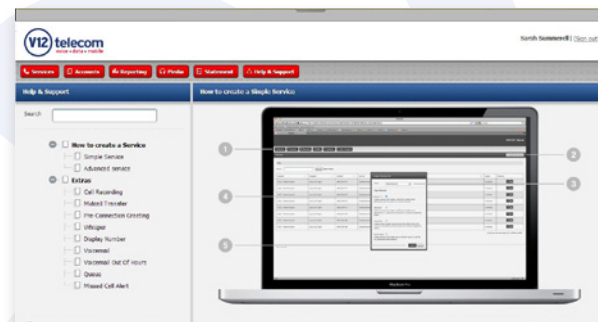
Bespoke Service

An extensive menu of Call Management options is available to provide you with your own tailor made package:

- Mid Call Transfer
- Call Queuing
- Call Recording
- Ratio Call Plans
- Time & Day Call Plans
- Geographic Area Plans
- Auto Attendant & IVR
- Multi Call (Ring all at once)
- Voicemail

Number Manager Web Portal

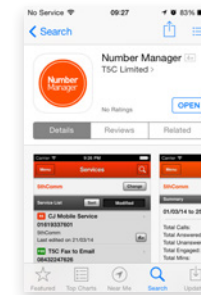
Number Manager is our cloud-based web portal that enables you to exercise full control over your numbers and call services. Number Manager allows you to self-manage all numbers and call services in real-time at the click of a mouse. The benefits of using the portal are clear; you can create and control all aspects of your telephony requirements without the need to send a request for an adjustment to be made, resulting in changes being made immediately.



The cloud-based Number Manager web portal puts you in complete control of your numbers and call services.

Number Manager mobile app

The app runs alongside the Number Manager online portal. Simply download 'Number Manager', either from Apple's App Store or Google's Play Store (free), then log in with your normal account number, user name and password.



The app ensures you can still have business continuity even when you don't have access to the online portal, making it the perfect solution for remote workers who can make changes to existing services whilst on the go.

The Number Manager mobile app is simple to download and operate.

Call Reporting & Statistics

The Live Stats section on the portal also allows you to monitor Queued and Connected calls in real time.