

NAMED EXTENSIONS

TAKE THE TENSION OUT OF EXTENSION NUMBERS

Invosys Hosted gives you the option to use alpha numeric extensions as well as traditional digit only extensions, with the Named Extension feature.

This gives businesses many benefits, including:



Improve Staff Efficiency

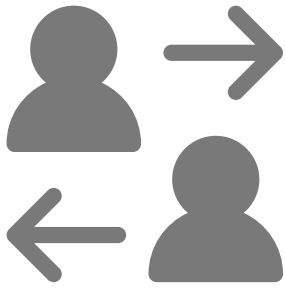
Empowering your agents with a more intuitive, memorable process enables them to work more efficiently. Changes with staff are less disruptive, meaning agents can continue working effectively without needing to check if extension numbers are still correct. Empowering staff to handle calls with confidence can greatly improve their efficiency and improve caller experience.



Personal Is Memorable

Numbers are more difficult to remember than names. Within a week of working at a new company, most people know their colleagues names. But even after years at the same company, they may still have to scribble extension numbers on scraps of paper.

Using alpha numeric named extensions is more memorable. It's easy for agents to adopt changes, such as promotions, new hires, or reorganised departments. This can help avoid any mistakes or confusion when transferring callers.



Intuitive Call Transfers

Even for small companies, it can be difficult to remember the extension numbers for each department, and each person within that department. Dialling a name rather than a number makes transferring calls far more intuitive. Agents need less information from a caller in order to transfer a call, making the experience more efficient and less frustrating.



Make Extension Numbers Flexible

Named Extensions allows you to add multiple names to a single extension number. This can help resolve any confusion with nicknames, for instance assigning both 'Andy' and 'Andrew' to the same destination.

This also allows you to use extensions with far more flexibility than with number extensions alone. Extensions could be assigned by name and/or department, for example, which enables agents to be better informed when transferring calls.



Reduce Call Wait Times

Callers can be kept on hold for less time with Named Extensions, as agents can quickly and easily dial extensions using names rather than numbers.

Seamlessly transferring callers not only improves the caller experience, with shorter wait times, but also makes the company seem more 'professional'. Callers know agents answering the phones are totally informed and in control (and not rummaging through papers to find extension numbers).

Company Name

www.website.com

0123456789

hello@email.com

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