

How to Manage Inbound Calls Across All Locations

[IntelePeer.com](https://intelepeer.com)

Having several office locations can make it challenging to streamline communications, but with Cloud Routing, it doesn't have to be. Cloud Routing gives you the power to choose the location each inbound call is sent to so that you can ensure every call is answered.

What is Atmosphere[®] Cloud Routing?



Atmosphere[®] Cloud Routing combines Enhanced Toll Free (ETF) with contact center-friendly features to create the next generation of communications management. Execute on your goals of disaster recovery, call center optimization, and follow-the-sun service while gaining access to call recording, call monitoring, activity reporting, and CRM integration - all through a single tool.

Why Atmosphere[®] Cloud Routing?

Atmosphere[®] Cloud Routing delivers communication management features and service at an unbeatable value. Take control of your communications through a single cloud-based service and rest assured that our carrier-grade network and award-winning service will keep you up and running.

How does it work?

In the Atmosphere® Cloud Routing dashboard, you can view powerful analytics that shows you how many calls are coming in and how each location handles answering them. Based on your analytics, you can determine how to route calls by choosing from a selection of routing patterns. As call volumes or answering ability change, you can easily switch the way calls are routed to ensure no call is left unanswered.

Ensure business continuity and adapt to changes in business needs, outages, or natural disasters with these routing pattern options:



Percentage allocation

Control the volume of calls that each of your locations receive by assigning a percentage of total calls to be directed to each location. Send a higher percentage of calls to your locations that can handle the most calls.



Geographical

Route incoming calls to the location that is closest to where the customer is calling from. This ensures a customer will be able to speak to a representative who is located in the same time zone.



Time of day

Choose how calls should be routed during business hours versus after hours. Provide 24-hour support by routing to locations in different time zones or send calls to voicemail during after hours.



Round robin

Use round robin routing to equally distribute incoming calls to all locations. A call will continue to be routed to a new location until one answers.



Random percentage allocation

Let the system take care of call allocation by automatically determining percentages based on availability.



Sequential

Establish call order so it always routes straight to a specific group or location before going to the next options if the first is busy. Have customers speak to the top-performing agents first.

Key Features

The Atmosphere® Cloud Routing dashboard has functionality that gives you complete visibility and control over your inbound calls, across all business locations.



Configurable routing

Enjoy the flexibility of being able to design call routing patterns that meet your needs. Choose from round robin, sequential, percentage-based, geographical, or time-based patterns.



Toll free number manager

Easily track, rest, and re-allocate all of your numbers from different campaigns.



Centralized administration

Manage the distribution of calls to all of your locations from your Atmosphere dashboard. Change call routing patterns at any time, instantly.



Destination unreachable

Determine how calls should be handled if the location cannot answer. You can choose to send the call to a voice mail or to route it to another location.



Live monitoring and recording

Have the ability to monitor and barge in to any call regardless of where it's routed to, whether it be to a PBX, contact center, ACD, or agent .



Reporting

View real-time analytics to make informed decisions and know exactly how each location is performing.

Why IntelPeer?

We know you have a choice when it comes to providers, but not all are created equal. At IntelPeer, we pride ourselves on delivering the best service to our customers. Here are just a few reasons why we stand out from the rest:



Expertise

At IntelPeer, you'll have access to a team of experts who have decades of combined experience helping all different types of businesses streamline their communications.



Top-notch support

In addition to your account manager, you'll have 24/7 access to our top-notch live support team who are available to solve any question or problem you may encounter.



An award-winning team

Year after year, our account management and support teams have been recognized for delivering superior customer service. Most recently, we were awarded with a Gold Stevie® for Customer Service Department of the Year in the American Business Awards.



Rock solid network

Enjoy the peace of mind that comes with our highly available, IP-based network that delivers carrier grade quality and ensures business continuity with redundant connectivity, network-based routing, and automatic failovers.



Exceptional partner program

As a 100% channel-focused company, we have strong relationships with our partners and provide flexible services and pricing to meet the needs of their customers.

Ready to get started?

Talk to us to learn how Cloud Routing can streamline your business communications

Contact us today!



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