



GLOBALTELECOM
In touch with the world

Call Control

Do you want to have control on how, when and where your customer's calls are answered? We can provide you with a choice of distinctive, non-geographic phone numbers that help demonstrate to your customers your business is of national standing.

Call Control Services

You can encourage customers to call by providing numbers which are free to them, or charged at local rate – or you can earn additional revenues from inbound calls by charging a national or premium rate.

Call Control also includes a host of additional call management and call routing features that can be tailored to suit the needs of your business. Call Control is the inbound call solution that helps you to generate new business and to strengthen the relationship that you have with existing customers. It lets you manage your call handling more efficiently and save – or even make – money on the calls your business receives.

Making sure you never miss a customer call

Call Control is provided using the power of the Global Telecom intelligent network platform, which means we

can offer you features such as call forwarding and re-routing that would usually only be available with a highly sophisticated switchboard or call management system. Call Control offers you the flexibility of re-routing calls when and how you wish. The call control features are listed on the right hand side.

Keeping track of your calls and costs

Call Control also offers you a choice of valuable call and cost management reports to help you to plan and manage your business better. The NetTrack call management service provides you with the business information you need in a format that suits you, delivered via email or the Global Telecom Extranet.

You can choose from a range of reports presented in both graphic and tabular form.

Time, Day and Date Control

Distribution Control

Divert Control

Command Control

Area Control

Announce Control

Message Control