
National Inbound Services



Improve your inbound calling experience. Our 13, 1300, and 1800 services allow your customers to easily connect with your business on one number from anywhere in Australia.

vocus.com.au

VOCUS

Our solution for you

Vocus National Inbound Services are low-cost and flexible voice services, designed so that your customers can contact you easily within Australia.

Take control of your customers' calling experience with intelligent routing options and ensure their calls are directed to the correct agents, at the location of your choice. Effectively manage the delivery of your inbound call traffic with a Vocus National Inbound Service.

Vocus 13

Short, easy-to-remember 6-digit numbers so customers can call your business for a fixed charge[^]

Vocus 1300

10-digit numbers that can be called from any fixed line or mobile service in Australia for a fixed charge[^]

Vocus 1800

Provide a toll-free service to your customers in Australia when they call your business from a standard fixed line and most mobile services*

Smartnumbers®

Can be applied to your 13, 1300, or 1800 service and can include a memorable numeric pattern or spell a word using the phone's alphanumeric key pad

Vocus National Inbound Services key features



One business number



Intelligent call routing



Advanced calling features



Simplified call costs



Intelligent Network Reports



INFlow Editor[#]

* Some mobile service providers charge for calls to 1800 services

[^] Call charges are determined by the caller's carrier

[#] INFlow Editor is available for an additional monthly fee



Features and Benefits

Vocus 1300 and 1800 numbers are suited for businesses of all sizes. Vocus 13 numbers are better suited to larger organisations with higher call volumes.

Increased reach

- Effectively advertise your business nationally with a simple, easy-to-remember 13, 1300 or 1800 number
- Improve your business branding with a professional profile

Improved customer experience

- Optimise your routing and direct customer calls to the team of your choice, with minimal touchpoints
- Never miss a customer call or sales opportunity with the ability to direct and route calls when you're busy or closed

Cost transparency

- Provide your customers with a toll-free service (1800) or fixed charge[^] call (13, 1300) when they contact you

Greater control

- Monitor your services near real-time and build custom reports with Intelligent Network Reports
- Configure and test routing options in near real-time with INFlow Editor[#]

Business continuity

- Our 13, 1300, and 1800 answering points are easily modified, so your services move with you across Australia or as your business grows
- Port existing number(s) from your current service provider

* Some mobile service providers charge for calls to 1800 services

[^] Call charges are determined by the caller's carrier

[#] INFlow Editor is available for an additional monthly fee

Routing options & features

National Inbound Services need to be directed to a particular answering location. There are a variety of routing options and features available with your Vocus 13, 1300, or 1800 service. These include:

Geographical routing:	Geographical routing:	Geographical routing:
<ul style="list-style-type: none">· Australia wide· State based· District based· Zone based· Exchange based	<ul style="list-style-type: none">· MOLI (mobile location information)· Combined location and time based· Call forwarding· Call splaying· Selection dependent routing· Announcements and IVR· Calling number· Postcode plan manager· Emergency routing plan	<ul style="list-style-type: none">· Event counters· Event threshold· Account code· Call filtering

Management tools

Vocus offers two management platforms with your National Inbound Service(s). These web-based portals provide IT staff with the necessary tools to monitor, configure and test routing rules.

Intelligent Network Reports: Included with your service at no additional cost, Intelligent Network Reports enables users to build custom reports and provides data insights.

You can measure the effectiveness of your call centres near real-time. Graphical information is available immediately via a secure portal. You can download hourly, daily, weekly, and monthly data.

INFlow Editor: Available for an additional monthly fee, the INFlow Editor allows users to manage, configure and test routing options in near real-time. Customers can purchase additional training for INFlow Editor.

Connecting your services

If you are applying for a new service, you will need an existing service number to route your new National Inbound Service to. There is no additional equipment required prior to the connection of your service. Customers with existing National Inbound Service(s) from an alternate provider will need to provide their preferred routing details to Vocus. Your existing service(s) can be ported across with minimal downtime, so that your customers can continue to contact you through the same business number. We will also update your billing details to Vocus.

Please refer to the below for a general indication of the provisioning timeframes for your new National Inbound Service(s):

New 13/1300/1800 number (simple):	New 13/1300/1800 number (complex):	Number porting:
<ul style="list-style-type: none">· 3 - 5 business days	<ul style="list-style-type: none">· 5 - 10 business days	<ul style="list-style-type: none">· 5 - 10 business days

Note: days are from date of order submission and may be subject to changes without notice.



Want to learn more about how we can help you?
Contact your Vocus Account Manager or call us on 1300 88 99 88