

Corporate Number 058

Flexible control of incoming calls thanks to intelligent routing.

What is Corporate Number 058?

- Standardised telephone numbering system throughout Switzerland with the area code 058, irrespective of location, for fixed network, fax or mobile numbers.
- Individual call management and intelligent call forwarding to different destination numbers according to criteria such as origin (language area, region), time (day of the week, time of day) etc.
- Flexible modification of destination numbers and routing settings via Web tool, customer service or by phone.
- Guaranteed accessibility of contact persons or offices in the whole company, even in an emergency.

How you benefit

- You define an individual, logical numbering plan for your company.
- You decide how to accept calls in particular situations, and answer incoming calls quickly without repeated call forwarding.
- You can change destination numbers and routing at any time via the Web, by phone or via our 24/7 customer service (for personnel or location changes or company reorganisation, for example).
- Thanks to the Secure Routing option, you can ensure your company remains accessible, even if your infrastructure fails.
- You benefit from comprehensive support, from requirements analysis right through to implementation.

You decide when and how you accept calls.

Modules for call forwarding

Allocation (in percent)	Percentage distribution of calls to different destination numbers
Blacklist/Whitelist (by caller group)	Preferred callers
	Unwanted callers
Division (for withheld phone numbers)	Reject call
	Request caller to enter phone number
Origin (according to origin)	350 different fixed network areas
	70 different mobile areas
	Language region
	Canton
	Area code
	Country
MultiRing	Calls ring at up to 10 different destination numbers at the same time
Rerouting (to alternative destination numbers)	If busy
	If there is no answer (time can be set from 1 to 60 seconds)
	If there is a technical fault
Secure Routing (in an emergency)	Accessibility even in the event of faults or failure of the local infrastructure
Selection (according to origin)	Fixed network
	Mobile network
	Payphone
	Abroad
Time (according to day and hour)	Weekdays/weekends
	20 predefined national holidays
	Public holidays or periods of time (e.g. works shutdown) specific to the customer
	Hour of the day
Queuing (if the destination number is busy)	Place the call in a wait field with a recorded message
	Connect caller with destination number as soon as it is available again
Renumeration (for calls made directly to destination numbers, e.g. 044 ...)	Recorded message with details of the correct number (058 ...)
	Reroute to the Corporate Number (058 ...)

Additional services

Reservation of a preferred block of 058 numbers for up to 12 months	
Call forwarding is also possible to foreign destination numbers	
Standardised or individual announcement texts	
Modifications of destination numbers and routing	Independently at any time using a simple Web tool or by phone
	Any time via 24/7 customer service (even in the evening and at weekends)
Advice and implementation	Clarification of requirements
	Documentation of terminal equipment and software installed
	Signal check for all PBX systems to be incorporated
	Definition of numbering concept
	Implementation in Swisscom network

Numerous options for combination with

Business Numbers
Corporate Mobile Network (CMN)
Interactive Voice Response (IVR)
Virtual Call Center (ACD)
Voice Recording

The information in this document does not constitute a binding offer. It is subject to revision at any time.