

Corporate Business

Simply successful communication.

Inbound & Interactive Services – solutions for
perfect call management.



swisscom

Make communication a success factor.

Do you want to optimise customer care or win new customers?
With our Inbound & Interactive Services you have the ideal tools
to do so.



The direct line to your company

With the Business Numbers from Swisscom, your customers have rapid, direct access to your company – irrespective of your location or your fixed network, fax or mobile numbers. With such a uniform access, you can effectively consolidate your resources and convey an attractive picture. You have the choice between various types of numbers: from free for your customers to profitable for you.



Consolidated intelligence behind each number

Every lost call is a missed opportunity. Thanks to our intelligent routing options, you can sort calls accurately based on different criteria. Your customers therefore get through to the right target person in your company without annoying delays.



We love to make things simple for you

Numerous useful additional functions make our Business Numbers even more attractive. Thanks to web-based tools, you can, for example, change settings at any time with ease or quickly gain an overview of all the relevant connection data.



Save time and costs with interactivity

Increase your options with our Mobile & Media Services. With our help, every phone can be used for the remote operation of your application. Send or receive large numbers of text messages worldwide or enable your customers to pay via SMS/MMS or the mobile Internet – without any kind of off-putting registration process. Billing and collection are carried out easily via your customers' phone bills.



Welcome to the right partner

Are you looking for service and quality? If so, Swisscom is the right partner for you. You will be impressed by our many years of experience, our powerful and stable network and our competent and personal support. The figures speak for themselves: With network availability of 99.99% we put through millions of calls to over 100,000 Business Numbers every year.

Our portfolio – the number one choice for top accessibility.

Do you want to process calls and information efficiently or bill for chargeable services easily? Our Inbound & Interactive Services offer you everything you need.

Customer Contact Access

Roll out the red carpet for your customers. Top accessibility thanks to the right access numbers – in Switzerland and worldwide.

Freecall 0800
International Freecall +800
Shared Cost 084x
International City Access
Corporate Number 058
SMS/MMS Large Account

Customer Contact Management

With intelligent routing options and Customer Contact solutions, you make your customer contacts more professional and efficient while reducing costs.

Allocation
Blacklist/Whitelist
Division
Origin
Selection
Time
Rerouting
Secure Routing
Interactive Voice Response (IVR)
Virtual Call Center (ACD)
Voice Recording

Payment & Voting Services

Bill for chargeable services easily via phone. There are no limits on your creativity – whether for consulting, multimedia or competitions.

Premium Rate 090x
TeleVote
SMS/MMS Business Numbers
Mobile Internet Billing



The direct line to your company.

Numbers

Freecall 0800/International Freecall +800

With a national or international freephone number, your company can be reached free of charge via a uniform number. This enables you to intensify customer dialogue over the long term and increase revenues. If you opt for International Freecall +800, you will be available in more than 60 countries worldwide, without having to operate your own sites there or conclude contracts with foreign carriers.

Shared Cost 084x

With a Shared Cost number, you determine to what extent the caller should participate in the connection charges. The uniform number can be reached not only from Switzerland (fixed/mobile network), but also from abroad (with the country code +41).

Premium Rate 090x

With a number subject to higher charges, you decide what to offer, and at what price (per minute, call). We take care of billing and collecting the fees from your customers.

0900: for goods and services or offerings with no time limit such as consulting services via a hotline.

0901: for offerings with a time limit such as competitions, games, horoscopes and votes.

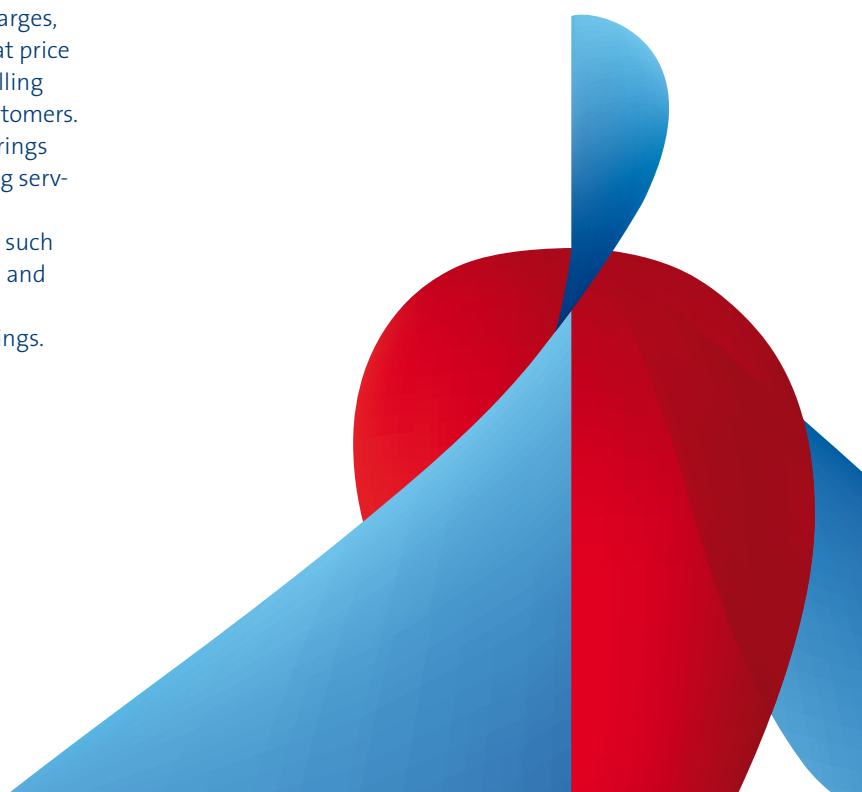
0906: for adult entertainment offerings.

International City Access

Offer your customers easy access in more than 40 countries (e.g. in numerous cities) with a local phone number. While the caller pays the normal local rate, you pay the costs for the international connection.

Corporate Number 058

With the Corporate Numbers, you can be contacted from across Switzerland with the uniform area code 058. Regardless of site and connection, you can design a numbering plan that has a logical structure and is tailored to meet your company's requirements. In future, a number change following a company relocation or organisational change will no longer be necessary.





Consolidated intelligence behind each number.

Routing

Allocation

Distribute your calls on a percentage basis to individual agents or destination numbers in order to better deal with large traffic volumes at peak times, make optimum use of resources and increase availability.

Blacklist/Whitelist

Open up access to specific callers (Whitelist) or exclude undesired subscribers (Blacklist).

Divison

Direct calls with suppressed phone numbers intelligently (e.g. reject with a refusal or request to enter the phone number).

Origin

Route your calls depending on their origin (for example, language, country, region, town, phone number or customer number).

Selection

Block calls depending on their origin (e.g. mobile network, fixed network, calls from abroad).

Time

Direct your calls intelligently to the right destination number depending on the time of day, the day of the week or the date.

Rerouting

Direct your calls to the next available destination number in a pre-defined sequence (for example, if the line is busy, if there is no response or in the event of a technical fault).

Secure Routing

Route your calls easily in the case of unforeseen events (e.g. faults or the failure of your local infrastructure) and therefore ensure all your sites can be contacted.

Interactive Voice Response (IVR) Standard/Code

Ensure the interactive pre-qualification of calls. Your customers issue simple voice or key commands over the phone (e.g. entry of customer number, postal code, language, required service) and are automatically put through to the right agent.

Virtual Call Center (ACD)

Automatic call distribution enables you to connect your agents to a virtual call centre irrespective of location. If an agent's phone number is engaged, the call will automatically be forwarded to the next available agent. In this way, resources are used efficiently and calls are answered without being forwarded several times.



We love to make things simple for you.

Activation and changes

Change via Customer Care

Submit a request for changes to our customer service.

Change via Phone

Change destination numbers directly via the phone.

Change via Web

Configure numbers, routing settings and additional services online quickly, easily and at any time.

Express Activation

In urgent cases, activate your national Business Number immediately.

Temporary Activation/Deactivation

Activate or deactivate your Business Number for a specified or indefinite time. This saves you costs if the Business Number is underused.

Additional services

Standard/Individual Announcement

Choose between using standard texts or recording texts of your own for your announcement texts (welcome, price).

Consulting

Benefit from our extensive experience and get our advice regarding ambitious business ideas or complex requirements.

Invoice Reporting

Check all the relevant connection data online. The statistics provide complete transparency with regard to the origin, duration and cost of calls and revenues generated.

Number Display

Decide which number is shown on your agent's display (caller's number or your Business Number).

Tariff Change

Charge a fixed price per call or change the price during a call (e.g. hold queue free, initial clarifications at a lower price and subsequent consulting service by a specialist at a higher price).

Voice Recording

Use the Voice Recording function to ensure quality, for training purposes or to have evidence at hand should you need it. Following consent from the caller, calls are recorded and stored on a secure server.



Save time and costs with interactivity.

Mobile Services

SMS/MMS Large Account

Send large numbers of text messages in a short space of time. The more you send, the lower the price becomes. For SMS, receipt worldwide is guaranteed.

SMS/MMS Business Numbers

Offer your customers chargeable services via SMS/MMS. Be it mobile marketing, competitions or chatting, there are no limits on your creativity.

Mobile Internet Billing

Your customers pay simply via mobile phone, without a complicated registration process. In this way, mobile downloads, chargeable portals or streaming offerings become a purchasing experience.

Media Services

TeleVote

Whether you have short-term peaks or a constantly high volume, handle mass volumes of calls or SMSs smoothly. TeleVote is suitable for voting, opinion polls (radio, TV), competitions, advertising and fundraising campaigns.

Interactive Services

Using interactive solutions, your customers can obtain multimedia information or services quickly and easily around the clock. The dialogue can take place via voice commands, SMS, MMS, video streaming, etc. Impress your customers, while at the same time saving time and money.



Welcome to the right partner.

As a prime contractor, Swisscom can offer you complete solutions from a single source: planning, procurement, installation, configuration and commissioning, plus maintenance and operation of communication systems and information and communication solutions.

Your communication infrastructure is always based on state of the art technology – giving you a long-term return on your investment. It's up to you to determine your level of involvement: for instance, you can either perform tasks yourself or delegate them to us, either buy or lease infrastructure, and define costs as being either one-off or recurring.

The largest, most dense service organisation in Switzerland is available to you around the clock. Wherever you are – we're always nearby. Our motivated employees understand your needs, and devote themselves each day to providing you with top quality and excellent service.

How to reach us.

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P. O. Box
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