



# plum inbound

plum communications ltd

## plum inbound

- call services
- real-time call reporting
- online

## plum benefits

- UK based
- knowledgeable and experienced staff
- responsive service
- independent advice
- vendor accreditation
- competitive prices
- flexible billing

## plum services

- broadband
- consultancy
- mobiles
- security
- telephone calls
- telephone lines
- telephone systems

### plum communications

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**P**lum inbound provides businesses with a cost effective and resilient means of handling calls and numbers in real-time reports. When you take any number with Plum (whether it be an 01, 02, 03, 08 or 09 number) you can use Plum Inbound. This facility offers a range of services that can all be provisioned live, and online, by the user and managed via the facility thereafter, as well as providing real-time call reporting that can be viewed online also. This online facility allows you to search for numbers, manage accounts, manage logins, manage numbers, create various types of reports, and add numerous services to a phone number.

### What our customers say?

*"The best thing about doing business with Plum Communications is the after sales relationship, if anything goes wrong we can put a face to the problem and get it sorted"*

### Auto attendant

This service allows a call to be routed based on departmental options, with an optional additional feature of a queuing system.

### Call centre

Service allows a multi-layered menu system using call recording, hunt groups, queuing, voicemail, data capture and ratio plans.

### Call recording

This service allows you to record all, or segments, of your inbound calls, with an optional additional feature of call queuing.

### Call reports

In this screen, you are able to generate either summary or CDR's (call data records) for the calls received by your numbers.

### Fax to email

This service allows faxes to be received as email attachments, which can then be viewed and stored easily on your PC, without the need for an actual fax machine.

### Follow me

This service allows your calls to be diverted between multiple destinations.

### Manage accounts

In this screen you are able to set up a customer account and then assign numbers, services, revenue and branding to each. You also have an option to login to any customer account, to complete the set up process entirely.

### My settings

In this screen you have access to some important information concerning your PC set up and browser settings, which is useful for us if you experience any user issues on the platform.

### Voicemail option

Setting up a voicemail facility on your number will allow callers to leave a message for you if can't answer. The message played to the caller can be customised to your needs. ➔

*effective communications for business*

**business goal: business improvement • connectivity • cost reduction • security**

tel. 0161 622 3500 or e-mail info@plumcom.co.uk



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## ➤ Screenshots of plum inbound

ICS | Start - Microsoft Internet Explorer provided by Plum Communications

http://www.pluminbound.co.uk/StartPage.aspx

You are logged in as: Plum Communications Limited | [logout](#)

### Menu

- Home
- Number Search
- Manage Accounts
- Manage Logins
- Manage Numbers
- Reports
- My Settings

## Home

### Getting Started

This facility offers a range of services that can all be provisioned live, and online, by the user and managed via the facility thereafter, as well as providing real-time call reporting that can be viewed online also.

### You are logged in – What to do next

From this page, there are 6 sections from the menu on the left hand side of the screen, which you can click on any of these at any time to jump straight to the section you want:

- Number Search** – allows you to search for a number on your account and add a service to it.
- Call Reports** – generate either summary or CDR reports for the calls received by your numbers.
- Manage Accounts** – allows you to set up sub-accounts and assign numbers, or services, to them.
- Manage Logins** – allows you to create logins for your accounts and control access levels for each.
- Manage Numbers** – allows you to search for numbers and remove an existing service.
- My Settings** – allows you to update account information and view important information concerning your PC and browser settings.
- Help and Support** – allows to access online assistance for any section of the website you need.

ICS | Select Service - Microsoft Internet Explorer provided by Plum Communications

http://www.pluminbound.co.uk/selectservice.aspx?ddi=08000467376

You are logged in as: Plum Communications Limited | [logout](#)

### Menu

- Home
- Number Search
- Manage Accounts
- Manage Logins
- Manage Numbers
- Reports
- My Settings
- Help and

## Select service for 0800 046 7376

Select Service

- Select Service
- Auto Attendant
- Auto Attendant with Queue
- Call Centre
- Call Recording
- Call Recording with Queue
- Fax to Email
- Follow Me
- One to Fax
- One to Many
- One to Many with Bothway Intro
- One to Many with Whisper
- One to One
- One to One with Bothway Intro
- One to One with Greeting
- One to One with Queue
- One to One with Whisper
- Outgoing Record
- Outgoing Record with PIN
- Surgery Schedule
- Time of Day
- Time of Day Record & Queue
- Time of Day with Queue
- Time of Day with Ratio
- Voice to Email

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