



Business Issue: Have one local phone number and take calls on home number and mobile.

Client: J Gale - General Builders

Service: Call Divert, Answer phone, fax on Local 01275 number

J Gale - General Builders

J Gale - General Builders are a small building and design company providing building works to clients in the South West of England.

The company had 4 main issues:

- Needed to take calls on home number and on mobile
- Missed calls from potential customers.
- Did not want to use home telephone number (or install any new lines from BT)
- Needed the facility to accept voicemails and faxes

How the issue was resolved

Upon instructions from the client, the Callagenix support department set the service up over the telephone for the client. A local 01275 telephone number was selected together with a simple welcome message for callers.

When the potential customer calls the 01275 number, they are greeted with the clients welcome message while the call is diverted to either their home number or their mobile number. When the call is received, a caller pre-announcement is made (without the caller knowing) so J Gale – General Builders can answer the call in a professional manner.

Should they choose not to answer the call and reject it, or they cannot get to the phone, or they are engaged on the phone, the caller is automatically sent to voicemail.

As soon as a caller leaves their address details, the Callagenix system sends the J Gale – General Builders the caller's details in an attached ".wav" file to an email address together with an SMS to a mobile.



John Gale, Managing Director, said...

"...we are now able to take all calls either on my home number, mobile number, or any other number I choose. When taking calls at home the caller pre-announcement feature tells me its a call for the business and not a family call. The end result has been to separate business calls from home calls without installing any new lines from BT and allow potential customers to reach me anywhere..."