



"Divert callers to a single number or group of numbers in any order of priority, including call queuing and choice of on-hold music. Sometimes called a Hunt Group"

The Group Divert Service

When optimising call answering is a priority, the Callagenix Group Divert service is the answer for you. With pre-announced calls, configurable pathways and configurable announcements, the Group Divert service puts you in control of your received calls.

How does it work?

The Group Divert service, sometimes known as a Hunt Group or Automated Call Distribution (ACD) system, diverts calls to a group of telephone numbers. The caller hears a customisable announcement and is placed in a queue. Each number specified in the group is called until the call is answered or customisable settings (e.g. queue size, duration) dictate that the call is not connected. In this case, options include ending the call, putting the call through to voicemail or another service such as a switchboard, or transferring to another Group Divert used as overflow. Some of our clients use it to divert to an external call centre.

If the call is answered it may be pre-announced with a 'whisper message' so the person answering knows where the call is coming from. They can then choose to accept or reject it. For example, the 'whisper message' announces a call to your support line, so your support staff know to answer it, whereas your accounts staff may choose not to.

When used with your caller list, the 'whisper message' can also announce the name of the caller.

Calls can be distributed in one of the following ways:

1. On a priority basis to specified numbers in the group (you can set and change priorities at any time)
2. Rotated through all available numbers.
3. As a 'follow-me' type setting. When an individual has several numbers, each is called in priority order. For example, their landline is called first, if there's no response then their mobile number is called, if there's still no response then the call will go to voicemail etc.

Typical uses

The Group Divert service can be used on its own or with other services. Some examples are:

- Companies running call centres ('supervisor', 'wallboard', 'sin bin' and 'wrap up' features are also available).
- Companies using outworkers or with multiple offices.
- Companies who share calls across a team.
- An individual with a single advertised number and multiple contact numbers (eg home, office, mobile).

Try it out for free

We understand this can all be a little daunting at first, which is why we let you set everything up and test it out before you go live. We even give you a small opening balance to prove it all works before you spend any money. After that, it's just a case of choosing your number(s) and setting your service live.

We're a friendly bunch and are always happy to help. We can even set everything up for you if prefer. If there's anything you're not sure about, please call us on +44 (0) 333 2470000 for a chat and we'll talk you through it.

Quick Overview

- ✓ Choice of routing priorities & options.
- ✓ Calls can be pre-announced.
- ✓ Configurable call queuing & on-hold music.
- ✓ Calls not answered can be sent to voicemail or another service.
- ✓ Agent or operator call transfer included.
- ✓ Configurable announcements.
- ✓ Can be integrated with all other services.

Group Divert ACD can be used with:

Numbers Overview
Time of Day
Virtual Switchboard Service
PIN Entry
Information Line
Caller Select

Useful Links


Numbers Overview
Services Overview

Contact Us

+44 (0) 333 247 00 00
sales@callagenix.com
www.callagenix.com
Merlin House, Brunel Road
Theale, Berkshire RG7 4AB