



Daisy Wholesale Number Translation

Simplified number allocation

Introduction

Daisy Wholesale Number Translation Services (NTS) offer highly competitive rebates and the support of a high function portal, which can be re-branded with your business logo, allowing you to provide a service directly to your customers.

NTS numbers - what are they?

0300 0330 0800 0844 0845 0870 0871

Number translation services, more commonly known as nongeographic numbers (NGN) are special numbers that are generally used by an organisation for advertising.

The numbers sit within the network and can be configured to transfer calls to any geographic number, mobile number or international number.

NTS Products

Numerous inbound call services can be bundled together to help to manage customer calls. Some of the most popular services are summarised below:

Call Queuing and Hunt Groups

Calls can be held in the network whilst all agents are busy, then distributed to agents in predefined ways – e.g. Sequentially, rotated to all users, to a set ratio or to the least busy user.

Voice to email

Allows you to pick up customer calls during out of hours.

Time of Day Routing

Configure calls to reach different destinations at different times of the day.

IVR Menus

Callers select different options to reach their intended department.

Location based routing

Calls can be diverted to different destinations depending on the location of the caller.

NTS Provisioning

Provisioning of new numbers is quick and easy. Resellers can have their own number ranges and allocate them to customers as they wish.

Numbers can be ported from other carriers but will take approximately 10 working days to complete.

The majority of Daisy's NTS business is provisioned on the KCom network and therefore the current and originating carrier must have a porting agreement with KCom or Redstone Telecom (now Daisy).

We have over 2 million NTS and PRS numbers available for use.

NTS Services

- ✓ Allocate numbers and a wide variety of products to customers
- ✓ Easily configurable services via web access, with Disaster Recovery functionality via telephone.
- ✓ Manage announcements, voicemail messages, IVR's, routing and call queue settings in a live environment.
- ✓ Multiple call management reports and live online call stats

Why Daisy Wholesale NTS?

- ✓ Close relationship with all leading NTS providers
- ✓ Wide choice of number ranges
- ✓ Dedicated NTS support team
- ✓ Quick number reservation and provisioning – 1 to 2 days
- ✓ Large variety of NTS call management products
- ✓ Porting agreements with all leading tier 1 networks
- ✓ Extremely competitive call rates



helping your business *grow*

For more information on how Daisy Wholesale can help

Call: **0808 178 4555**

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