The Virtual Switchboard Service

When it's time for your business to upgrade to a fully integrated switchboard, the Callagenix Virtual Switchboard service is the answer. Take control of your telephone system with inuitive online customisation and management, and all the functionality of a large PBX (Private Branch Exchange) for a fraction of the cost.

How does it work?

The Virtual Switchboard service is completely flexible. You get to control exactly what your callers hear and which services they are offered - every aspect is completely customisable.

Quick Overview

✓ Handle tens of thousands of calls per hour.
✓ Fully customisable message prompts.
✓ Fully customisable menus, up to 10 option nesting included.
✓ 24-hour automatic call answering. A list of callers' numbers can optionally be created.
✓ Auto fax recognition (provided you have a welcome message).
✓ Online customisation and management.
✓ Online call data and reports. Can link or connect to all other Callagenix services.

The system operates like an interactive menu, offering callers audio prompts and up to 10 options using a single virtual switchboard. You can even have multi-level switchboards, where each option leads to a further set of options. Each of the options at any level can launch any other Callagenix Service.

The Virtual Switchboard enables you to provide a service to your customers 24 hours a day, so that even when you're not working they will be able to access information and leave messages.

Typical uses

The Virtual Switchboard service must be used along with other services and can therefore provide a wide range of functionality. A few examples are:

➢ Combined with the Answerphone, Call Divert and Time of Day services, callers could be diverted to another number, given the option to leave a message, or be played a message.
➢ Combined with Caller Select and Time of Day, calls will be handled based on the caller's number and when they call.
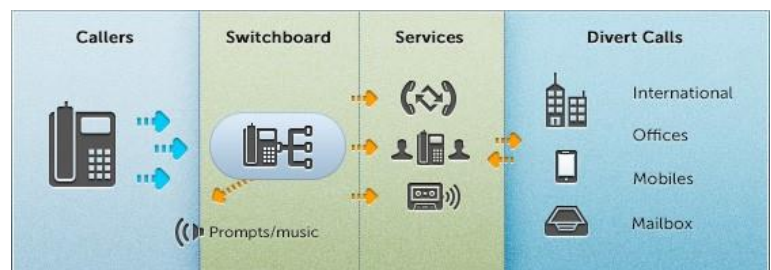
Try it out for free

We understand this can all be a little daunting at first, which is why we let you set everything up and test it out for free before you go live. Once you have registered and logged in, you can create and test as many services as you, like free of charge. 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.

Virtual Switchboard can be used with:
Numbers Overview
Services Overview

Useful Links

Numbers Overview
Services Overview

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