

# How Much Does Your Freephone Number Actually Cost?



## Invosys Is Lowering Costs for Charitable Organisations & Enhancing Call Service

Invosys understands that charities need to be accessible at low or zero cost to callers, and whilst 03 numbers are often included in callers' bundled minutes, many "in need" callers won't have this luxury. Freephone or 080 numbers are genuinely free to the caller and also don't show on itemised phone bills. Making them the ideal number for most charities.

However, since the costs of these calls are covered by the recipient and more and more calls are being made from mobile devices, it's very likely that a charity's bill to receive calls is increasing year on year.

Invosys are confident that we can reduce your freephone number costs and enhance your caller and call handler's experience...We also have zero cost solutions for charities using 0300 numbers, still benefiting from our extensive call handling enhancements.

### Benefits to Charities



**Ability to use 0300 numbers**



**Cost affordable for charities**



**Reliable Call Solutions**



**100% Service Uptime**



**World-Class 24/7 Support Team Based in the UK**



**Simplify Complex Call Routing**



**Robust Data Analytics and Reporting**

### Features of Invosys

- **Call Queuing** – Reduce on site call queuing capacity to zero by holding excess calls "in the cloud".
- **Caller Exception** – Prioritise the most urgent calls or block unwanted nuisance calls (even from withheld numbers/callers).
- **Remote Worker Hunt Groups** – Efficiently manages on call or volunteer hunt groups, allowing Agents to control when they receive calls.
- **Call Shield** – Intelligently protects from unwanted calls from suspicious or fraudulent callers.
- **Reporting** – Live wallboard and historical details of all calls received, reports can be scheduled to be received outside of the portal.
- **Date & Time Rules** – Preemptively change how calls are dealt with based on weekly or one off schedules.
- **Number Manager** – All inbound numbers come with the Enterprise grade Number Manager platform.
- **Freephone Numbers** – Offer the lowest cost to the caller at zero, while the call costs are covered by the end user.

Contact our team today to learn how Invosys can take your charity to the next level.