



chess[®]  Helps You

Work From Anywhere

Reroute Your Calls with Chess Divert

Being able to manage business calls from anywhere, either on a temporary or permanent basis, is an essential aspect of business continuity.

Temporarily diverting your calls from your current premises to a new inbound number allows you to manage incoming calls and maintain workflow.

Depending on your requirements, there are additional services, to help you manage calls and teams.

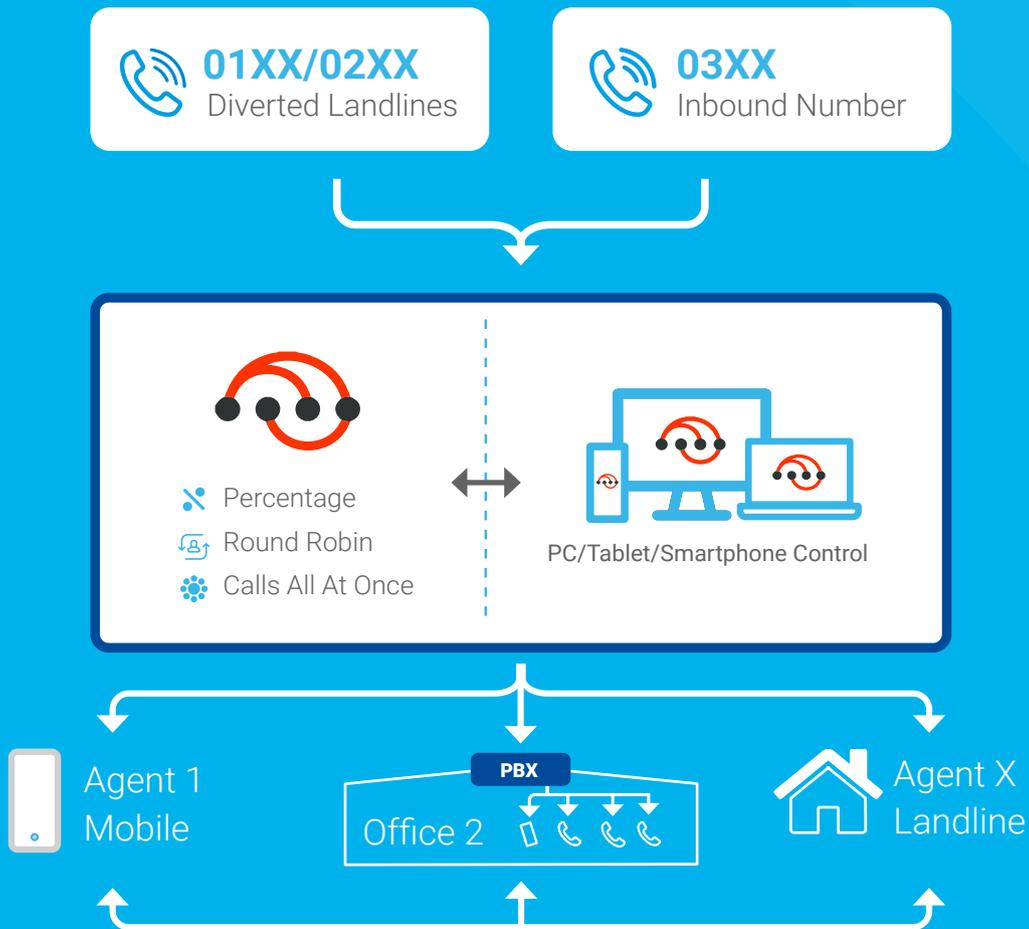
1. **Chess Divert** - Call distribution, Audio Playback, Call Whisper, Choose to Accept
2. **Chess Divert+** - All the above functions, plus Agent Ready, for easy management of your call handling teams
3. **Chess Audio Conference Lite** – Requires no contract and has no setup fee.
4. **Chess Audio Conference**- Bring together internal teams or external customers for online meetings, regardless of physical location.

Key Considerations

Invoking call diverting requires some advance planning and set up. If you think that you may at any point require a divert, and any of the additional options, please get in touch now. We will ensure the necessary steps are taken which will then allow you to invoke a divert on demand.

- You will have to pay for the outbound portion of the diverted call.
- If you currently have separate lines, you may need to order more than one inbound number to ensure you can correctly route your calls.

How Number Manager Helps with Homeworking



Chess Divert

Temporarily diverting your calls from your current premises to a new inbound number allows you to manage incoming calls and maintain workflow.

Call Distribution

Using Number Manager Destination Options you can distribute incoming calls:

In List Order

- Call are picked up by a specific person/ team, and transfered only if they are busy or unavailable, or the ring time has been exceeded.

Call All At Once

- Rings up to 7 destinations simultaneously until one answers or the ring time is reached.

Ratio Plan

- Distributes calls across teams evenly

Round Robin

- Adjusts the order to ensure the calls are equally distributed by changing who is called first each time.

Audio Playback

This pre-recorded message reduces the number of calls which don't require direct assistance, saving you unnecessary costs and freeing up lines in your business for sales calls.

Call Whisper

Call Whisper plays a short message which identifies business calls, but which isn't audible to the caller, before connecting the call.

Choose to Accept

The opportunity to accept a call avoids a call going to voicemail, and potentially getting lost.



Chess Divert+

In addition to the features and benefits of Chess Divert, Divert+ includes 'Agent Ready', a mobile & web app that allows remote workers to log themselves in and out of hunt groups, and allows them to decide when and where their calls are sent.

1 Logging In and Out

All hunt groups are listed on the page, and a simple swipe/ press to hold logs the user in or out.

2 Scheduled Login and Logout

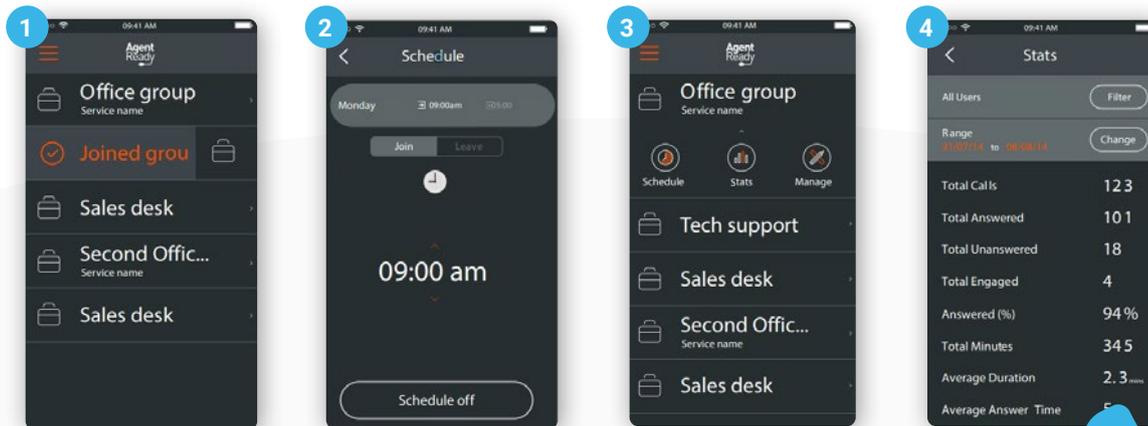
Sets up time schedules when agents should be logged in on each hunt group.

3 Administrator Accounts

Manage your agents via the mobile app and monitor each agent's performance.

4 Usage Statistics

A detailed reporting suite, including calls answered and times of the day that are receiving the highest volume of calls.



Chess Audio Conference Lite

Chess Audio Conference Lite requires no contract and has no setup fee. Plus, you can invite as many participants as you want at no extra cost.**

Key Features

- No set up or rental charges
- No contract
- Shared cost dial-in number
- Simple charging - callers pay for the cost of the calls**
- Unlimited meeting participants
- Meeting host option – keep control with a Host PIN to start conferences
- Great as a back-up solution



Chess Audio Conference

When you need to bring together internal teams or external customers for online meetings, Chess Audio Conference gives you the ability to easily create and manage discussions in a virtual environment., regardless of physical location.

Key features of Chess Audio Conferencing include:

- Set up on any number type
- Bespoke welcome messages
- Host tracking
- Call recording.

It includes a PIN access system for security , ensuring that users are unable to accidentally join another conference call with the option to add in a second level entry system by also generating a conference ID.

Additionally Conference Hosts are able to generate a separate PIN to ensure the call cannot begin without their attendance and to give them full control of the meeting and discussion points, particularly useful when a call involves clients and third parties.



Chess Direct Pricing

Temporarily diverting your calls from your current premises to a new inbound number allows you to manage incoming calls and maintain workflow.

Chess Divert



Including:

- Call distribution
- Audio Playback
- Call Whisper
- Choose to Accept

Set up – £12.55

£27.26 per month per Non Geographic Number

The forwarded part of the call will be charged at your standard national rate tariff. The delivery of the call to your required number will then be charged at a rate of 1.5p per minute (landline) or 3p per minute(mobile)*

Chess Divert+



Including:

- In List Order
- Call All At Once
- Ratio Plan
- Round Robin

PLUS

Agent Ready

- Log in and Out.
- Scheduled Login and Logout
- Administrator Accounts
- Usage Statistics

Additional £3.40 per agent per month

Audio Conference Pricing

Chess Audio Conference Lite



Including:

- No set-up or rental charges
- No contract
- Shared cost dial-in number
- Simple charging - callers pay for the cost of the calls**
- Unlimited meeting participants
- Meeting host option – keep control with a Host PIN to start conferences
- Great as a back-up solution

Subscription free. No Contract.

Chess Audio Conference



Including:

- Multiple Meeting Rooms
- Unlimited meeting participants
- Local Rate 0330 dial-in number
- Bespoke welcome messages
- Host tracking
- Call recording
- PIN access system for security
- Conference ID (optional)
- Conference Host PIN (optional)

Additional £18.59 per account per month

*3 Month Minimum Billing, Price for existing Chess Customers Only. Additional Charges may Apply to non-Chess Customers by your service provider. **Calls are charged at £0.058ppm (ex-VAT) + your network providers access charge

About chess[®]

Chess is one of the UK's leading independent and trusted technology service providers, employing 480 skilled people across 6 UK sites, supporting a wide range of organisations.

By leveraging world-class technology, Chess helps you to connect your people, protect your data, grow your business, reduce your costs and work better together, which means your business, your people and your customers can thrive.

At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts. We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than ten years in the top 100.



WORK BETTER TOGETHER

PROTECT YOUR DATA

CONNECT YOUR PEOPLE

GROW YOUR BUSINESS

REDUCE YOUR COSTS

chess[®]
Help You

chess  **Helps You**

Work From Anywhere

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