



## "Setting individual rules based on the callers number"



### The Caller Select Service

When you want more flexibility in how you treat different types of caller, the Callagenix Caller Select service is the answer for you. This powerful service puts you in control of your call handling processes, allowing you to set individual rules based on caller number or area code.

### How does it work?

First of all you need to decide what you're trying to achieve and how you want to handle each type of caller. We will then work with you to set up the rules to make that happen. All UK and international numbers will work with Caller Select, provided the number is not withheld. You can even set rules based on area code which will allow calls from each area to be diverted to your closest representative.

Caller Select can be integrated with all Callagenix services. Used in conjunction with the Callagenix Company Switchboard option, Caller Select can remove the necessity for "press 1" responses for regular callers and bring a more personalised service to your clients. For example, you could even leave a recorded message to be picked up by an individual client as soon as they phone in.

### Typical uses

The Caller Select service must be used in conjunction with another service. Some examples of how the Caller Select service is used are:

- A company sales line that automatically diverts callers to the nearest office.
- Calls from key clients are automatically diverted to their chosen contact.
- Calls from a particular country are diverted to a specialist language team.

### 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.

### Quick Overview

- ✓ Handle every call differently, depending on the number.
- ✓ Create rules based on area codes.
- ✓ Handle withheld numbers separately.
- ✓ Record a personalised message only specified clients will hear when they call in.
- ✓ Compatible with all other services.

#### Caller Select can be used with:

[Numbers Overview](#)  
[Services Overview](#)

#### Useful Links



[Numbers Overview](#)  
[Services Overview](#)

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