Intelligent Calling

**Filter incoming calls via 'Whitelist'
and realize differentiated processing**

Typical Areas of Use

📞 **Service hotline with upstream announcements for callers who are not on the whitelist**

📞 **Incident hotline with upstream announcements for callers who are not on the whitelist**

📞 **Hotlines (e.g. mobile service providers, retail) with upstream announcements for callers who are not on the whitelist (e.g. "This call will be recorded").**

Incoming calls often need to be evaluated and handled differently – e. g. calls that have a higher priority, private calls and business calls, calls that are made by registered customers and calls from customers who are not yet registered with your business.

The individual and prioritized processing of these calls increases access and reachability in critical moments and helps you manage your everyday communication tasks.

Easily reach the right person in an important call

The application module 'Intelligent Calling' realizes an additional technical switching instance between the caller and the called person.

Its various functions enable you to differentiate incoming calls by filtering them on the basis of a 'Whitelist'.

DAKS

... it's all about **responsibility**!

Apply 3 special Call Functions

Function 1

DAKS calls all targets and groups who are listed in the 'Whitelist' with special features. Among other things, these special features make it possible to apply "Forced release". All those who are not listed are called normally. This enables you to significantly increase the reachability of mobile users and, by doing so, substantially reduce the wait time to callers.

Function 2

In normal operation, all *callers* (of a hotline) get a voice message before their call is thru-connected (e.g. the legally required info message that their call will be recorded). This announcement is suppressed only for subscribers or customers who are listed in the 'Whitelist' and with whom the hotline's operator has agreed that this information can be omitted.

Function 3

With this function, the *called person* usually gets an announcement that is only omitted when the caller is part of the 'Whitelist'.

Product Details

⊘ General performance features

- Whitelist with 10,000 entries for full phone numbers or for phone number prefixes (up to 20, for Function 2 and 3)
- Where wanted and if supported by the telecommunications network, the channels are released after thru-connect (path replacement, route optimization) to reduce the overall channel load on the side of the trunks(2 channels per call) and to save DAKS ressources.
- Up to 20 different phone number beginnings (e.g. country codes), each with two assigned info announcements (for Function 2 and 3), e. g. to provide the calling or called parties with important information in their own language

⊘ Additional parameters

- Intrusion announcement, maximum channel resources, functionality also in a high-priority server state activated or deactivated, and default display outputs
- Separately for each of the up to 2 activated functions: default info voice message and user prompt (where relevant, or pertinent connection type for the outgoing call)

Order Information

TNK:DP9L-INA – Application module Intelligent Calling