



MyNetFone Pulse™ is an advanced call flow management tool designed for inbound contact centres that experience volatile traffic peaks.

With Pulse, you have direct control over your inbound call flows, and can change call routing in real time. When call volumes surge, you can respond with speed and precision.



Real-time management

Execute advanced overflow rules with one click. Within seconds you can overflow calls to an IVR menu, pre-recorded message or alternative contact centre.



Location-based call flows

Customise call flows based on the caller's location and time of day. This is ideal when managing calls from an after-hours crisis or a localised outage.

MyNetFone Your World, Connected

Cab Reservations 6128320

EDIT GLOBALS USERS LOGOUT

Network sync status: Ok

AREA	PRIMARY ROUTE	OVERFLOW	FORCE OVERFLOW FOR ALL	OFF	X
Sydney - CBD	Cab Reservations 028008	Generic Operator Busy Message 6128320	OFF	X	>
Sydney - East	Cab Reservations 028008	Sydney East Cab Delays 6128320	ON	X	>
Sydney - Inner West	Cab Reservations 028008	Generic Operator Busy Message 6128320	OFF	X	>
Sydney - North	Cab Reservations 028008	North Sydney Harbour Bridge Closed 0980239000	ON	X	>
Sydney - South	Cab Reservations 028008	Global Adhoc (Recordable) Message 6128320	OFF	X	>
Sydney - West	Cab Reservations 028008	Generic Operator Busy Message Sydney West call centre 6128320	OFF	X	>
Outside Sydney	Cab Reservations 028008	Generic Operator Busy Message Victoria North call centre 6128320	OFF	X	>

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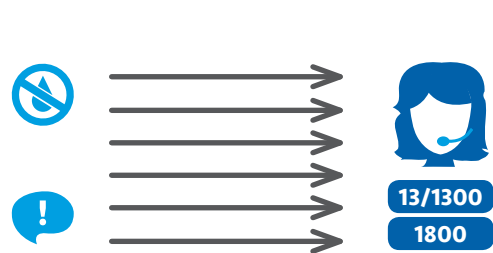
How it works

Update your inbound call flows in seconds. No technical knowledge is needed.

1

Call avalanche

You can't predict a crisis or outage. But you already know the impact on your contact centre. Thousands of calls. Overwhelmed staff. Frustrated customers. Sound familiar?



2

Respond in real-time

Pulse allows you to manage extreme call peaks through preconfigured overflow rules. Simply log into the online portal, select the affected regions, and overflow calls.

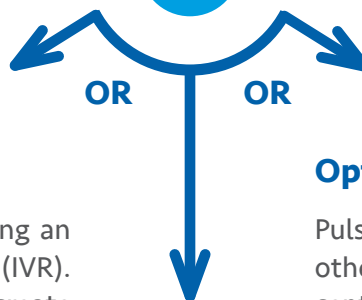


3



Option A: Broadcast / IVR

Keep customers up to date by playing an audio message or interactive menu (IVR). Upload a pre-recorded message, or create a new one directly within the Pulse portal.



Option B: Alternate call centre

Pulse lets you distribute your excess calls to other Australian or international contact centres. If those contact centres are on the MyNetFone network, diversion will be free.

Option C: Business as usual

Geo-verification means that you will only divert the calls coming in from the regions that you specify. All other calls will flow through as normal.

