Manage crisis calls in real time

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

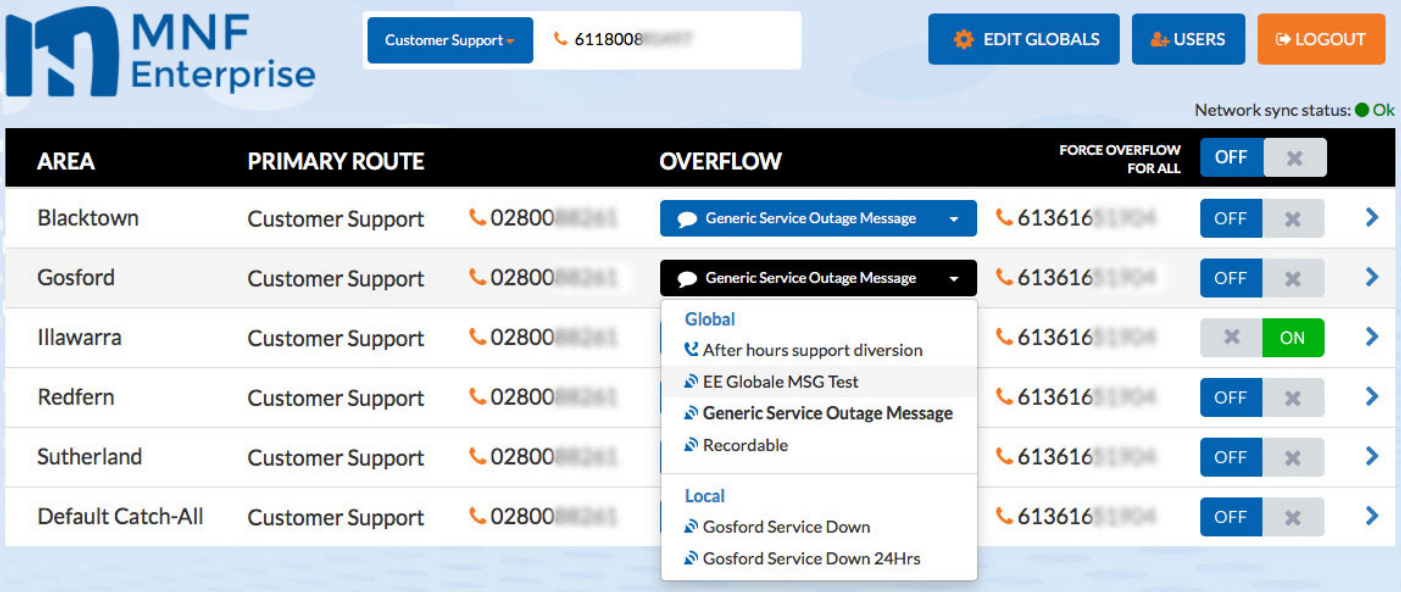
With Pulse, you have direct control over your inbound call flows, and can change call routing in real time. When call volumes surge, you can respond with speed and precision.

Real-time management

Execute advanced overflow rules with one click. In seconds, you can overflow calls to an IVR menu, message or alternative contact centre. Record a new message for immediate use or use pre-recorded audio.

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.



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How it works

Update your inbound call flows in seconds. No technical knowledge is needed. Pulse is purpose built for multi-regional contact centres used by utilities and government.

1

Crisis call avalanche

You can't predict a crisis or outage. If you don't respond quickly, you can expect thousands of calls, overwhelmed staff and frustrated customers.

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, for the affected region and for other regions choose how calls are handled.

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.

OR

Option B: Alternate call centre

Pulse lets you divert to an alternate contact centre or to a mobile or fixed number of your choice. If those numbers are on the MNF network, diversion is free.

OR

Option C: Business as usual

Geo-verification means that you will only divert the calls coming in from the regions that you specify. If crisis calls are driven by a localised issue, out-of-area callers will never know. Once call volumes normalise you can easily switch back to your usual routing.

Ready to enable real-time inbound call management?
Speak to a MNF Enterprise representative:

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