

## Qwest Intelligent Pre-Route (IPR)

### REDUCE CALL TRANSFERS AND COSTLY RE-ROUTES

Qwest® Intelligent Pre-Route (IPR™) will enhance your Cisco® premises intelligent call manager (ICM) solution by greatly reducing call transfers and costly re-routes of customer calls. With IPR you can distribute calls effectively between multiple locations, decrease your contact-center costs, and create a faster, more effective, calling experience for your customers.

### DESCRIPTION

Qwest IPR is a Qwest network-hosted, pre-route application that provides your business with a virtual routing operation using your existing Cisco ICM premises system. It routes incoming Qwest Toll Free calls to the appropriate destination directly from the toll-free network. IPR communicates with the premises ICM using industry-standard IP connectivity to determine the location, group, or individual best available to handle the incoming call. To achieve greatest efficiency, and maintain highest reliability, Qwest IPR uses Cisco core technologies, including Call Manager, CRS protocol and standard network reporting.

### QWEST IPR FEATURES

- Network-based routing across multiple locations and groups
- Hosted on the highly-reliable and secure Qwest network
- Centralized administration, management and reporting
  - Supervisors or managers have up-to-date information to manage the changes that affect their agents' call-handling abilities
- Enhanced call flow across diverse private branch exchange (PBX) premises telephony systems
- State-of-the-art call routing using Cisco standard tools
- Disaster recovery for business continuity

### BENEFITS

- Enable your contact center to run more efficiently. Support an increase in call volume and leave your agent headcount flat.
  - Virtually eliminate costly transfers and re-routes. IPR directs the call to the right location the first time.
  - Reduce queue times, load balance and unusual abandon rates by routing to the most available location, group or agent directly from the network.
  - Distribute calls across multiple diverse systems and locations.
  - Manage and control call flow, before the call is terminated to a specific location.

- Improve your customers' service experience with first-call resolution capabilities—reduce annoying and time-consuming transfers and re-routes.
- Enhance existing premises telephony infrastructure without costly networking expenses.
- Complement your telephony environment with network reliability and backup options.
- Get capacity and growth on demand. Migrate and expand services without investing additional capital.
- Get rapid response to unforeseen events. Your business won't miss a beat with IPR's disaster recovery plan.

### **HOW IT WORKS**

Qwest IPR is a network-hosted, pre-route application that is connected to premises Cisco ICM. The premises ICM receives data from each premises telephony solution through peripheral gateways. Qwest IPR is connected to the customer ICM via TCP/IP allowing availability information to be shared between the two applications. Inbound Qwest Toll Free calls are briefly intercepted at the network central office and are provided routing instructions by Qwest IPR. When the routing instructions are delivered to the network central office, the call is diverted directly to the appropriate location or group. Information is passed back to the premises ICM detailing the call completion. Call statistics are shared with the premises-ICM system for real-time and historical reporting.

### **WHY BUY FROM QWEST®?**

- Qwest offers a true network-hosted solution for contact centers with disparate automatic call distributors (ACDs) or telephony solutions.
- Qwest IPR™ utilizes the Qwest network—one of the most extensive and reliable networks in the world. It enables Qwest to provide a total solution that includes:
  - Nationwide multi-location service
  - Hosted and networked contact-center solutions
  - Telephony
  - Long distance
- Robust, feature-rich capabilities meet your enterprise operational requirements.
- IPR is a Cisco®-centric solution.
- It does not require expensive telephony infrastructure. IPR uses standard IP connectivity over new or existing data circuits.

## **OTHER PRODUCTS AVAILABLE FROM QWEST**

In addition to Qwest IPR™, Qwest has an array of products to meet your needs, including:

- Toll Free
- Q Routing®
- EZ Route
- Qwest® Hosted IVR
- Hosted IVR Developer Network Program
- Qwest iQ Networking®
- Application Hosting
- Qwest® OneFlex® Hosted/Managed VoIP
- Long Distance
- Business continuity planning and implementation services
- Qwest Professional Services for solution design, integration, training and network security planning

Intelligent Pre-Route (IPR™) is a network-hosted pre-route application that is available from Qwest Communications Corporation to business customers nationwide wherever Qwest® Toll Free Service is offered. Nonrecurring charges and monthly recurring charges apply. Customer must provide the Cisco® ICM equipment. Feature and billing limitations apply.