



Network Contact Solutions

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Network Contact Solutions (NCS) are a team of Telecom Consultants with some 25 years experience in helping businesses of all sizes, enhance their telecom arrangements.

We recognise the difference an efficient and professional Call Handling Solution makes to your company, in terms of your own customers experience of your dealing with their call. We have harnessed together a range of customised Network Based Products to satisfy almost all Business needs, eliminating the need for Technology investment and able to work in conjunction with your existing telephone system.

Being independent of any one provider, allows us to trawl this competitive market to ensure you benefit from the most suitable service for your own systems and processes.

It is for this reason that we are the preferred supplier to hundreds of businesses throughout the UK; from Small Medium Enterprises and Sole Traders, to large Corporate Call Centres.

Our recommendations are free. Allow us to demonstrate how we can make that vital difference. Network Contact Solutions (NCS) are a team of Telecom Consultants with some 25 years

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Call Control Centre

The Ultimate in Network Based Technology can now provide the complete Call Handling experience to mirror anything available through Hardware ACD investment.



Quite simply, this Web Based application puts you in total control to build and direct your total daily telecom traffic, effecting real-time changes and moves at an embarrassing fraction of the cost of comparative equipment.

You can queue calls on the network to eliminate any unanswered/engaged response; build advanced menu options to react appropriately to all calls ; record inbound and outbound conversations as Audio Files; obtain real time statistics including full CLi details; design and operate seamless home worker solutions; distribute calls depending on any pre-set

criteria including skill based routing; have an understanding of the callers needs before you answer; set up full telephone conference meeting facilities that you can chair and control and even operate your own SMS text Gateway access.

Our technical staff will provision the service to meet your initial bespoke needs but pre-programme this Virtual Call Centre with almost unlimited capacity to adapt to any changes that your business incurs. There is no need to upgrade your phone system.