

Inbound Call Control

From simple call routing to complex call centres



Facing a lot of inbound calls? We can help!

You may have the best trained inbound contact staff in the world, but the customer service experience can start long before someone reaches them. That's where our inbound call management comes in.

Today more than ever, customers expect a smooth, easy experience whenever they contact you.

Having reliable inbound call centre software can be the best step towards setting up your contact centre staff for success.

Silver Lining offers a range of inbound call management services to help both your customers and staff make every touchpoint a positive experience.

Better Customer Service

Excellent customer service is always our top priority. We want to make sure that all of our customers are satisfied.

Simplified Call Redirection

When your phone lines are busy, our software will connect your customers to the next available representative.

Customer Experience

To create a positive experience, we focus on creating seamless experiences across all of your touchpoints.

In-Depth Reporting

Reports that give you the insights to keep track of your performance and identify areas that need improvement.

Number Porting

Call management gives you the ability to provide all number ranges such as 0800, 0845 & 0300 just to name a few.

Have questions? Call us on 0345 683 11 11, email us on info@silver-lining.com or chat to us on our website.



One of the most important aspects of **delivering excellent customer service** is accessibility.

When customers have a problem they need solved, it's your business's responsibility to provide adequate channels for them to reach out to you. Phone channels are a traditional way of providing immediate customer service.

Most companies will setup or adopt a call center to field customer service requests and complaints. Implementing an effective system for tracking these calls and extracting useful data is essential for business growth and success.

Inbound call management software enables a business to effectively manage communications with customers and prospects while gathering a rich set of data that can lead to increased sales and enhanced customer service.



Better Customer Experience

Excel in customer service, for example by managing callers during busy hours or when the office is closed.

Business Continuity

Cater for business continuity in the event of a disaster by instantly redirecting calls to another number.

Call Recording

Record calls for compliance or training purposes and report on productivity.

Contact Centre Services

Provide contact centre services - for instance call centres looking to professionally handle calls for multiple clients.

Local or National Presence

Create a local (01/02 number) or national (08/03 number) presence wherever you are.

Campaign Reporting

Monitor advertising campaigns and report the return on investment.

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