

# It's what you might be missing. Classic, simple & straight up.

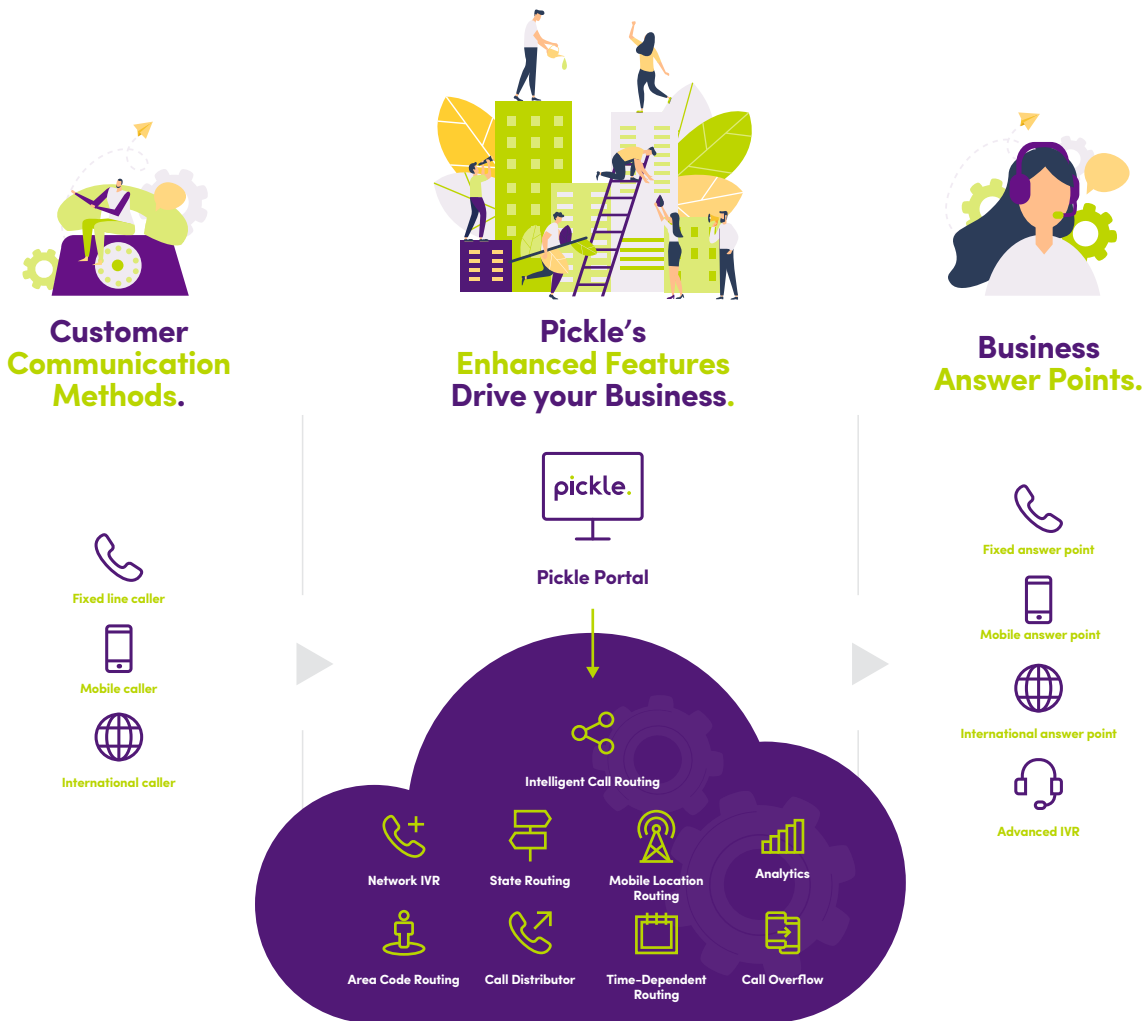


**+**  
Our Classic Support solution without all the fillings is excellent and starting at just \$10 a month this Classic feature won't break the bank.

Our Classic solution is a customer support product so you never miss an opportunity again. It will empower your team to provide high-quality, consistent support to more customers in far less time. We call it a win-win!

Our Customer Support Solution is designed to help your business provide quality customer support at scale. It will empower your team to provide high-quality, consistent support to more customers in far less time.

With added features like network IVR, area code routing, prefix routing, mobile location routing & call origin routing, your calls will end up just where you want them to go, and in far less time. Getting a support phone number for your business really couldn't be easier when you put pickle to work.



# The benefits of Pickle's business solutions.



## Be a serious player

Our solutions will help you appear like a big player by providing a national business presence for callers to contact you no matter what state they are calling you from. Using National Inbound services your customers can use easy to remember Local, 13, 1300, 1800 or even mobile numbers from anywhere in Australia.



## Efficiency that works for everyone

Pickles Inbound Voice Solutions can assist you to handle inbound calls more efficiently by using intelligent call routing to direct each call to the right answer point at the right time. Location Dependent Call routing can deliver calls to a different location for example, sales, or accounts, while Time Dependent Call Routing directs callers to the most appropriate destination at any time of the day or night. Network Interactive Voice Response (IVR) also provides your organisation with network based caller segmentation, call steering and caller self service to route calls to your desired destinations. And when the unexpected happens due to changing business conditions, natural disasters or emergencies, we have a range of service management and business continuity options that will assist your organisation to respond rapidly and provide efficient customer service each and every time.



## It's all about the ratings

Our solutions also offer advanced interactive self service functionality such as flexible touch tone menus, speech recognition and text to speech options, so your callers can access the information they need more quickly. You can gather up-to-date, relevant and personalised intelligence relating to the caller and their reason for calling, helping you to deliver a new level of customer service and making your services more relevant to your customers. Advanced self service can also deliver further operational efficiency gains for your business by automating high volume transactions, reducing the demands on your customer service agents.



## Advanced capabilities just for you

Phone System as a Service (PSaaS), On-demand Contact Centre and Network IVR are hosted, cloud based solutions that give you the flexibility to rapidly scale up or down when required. Being in the cloud, you can also benefit from continuity of your customer service with our carrier grade network redundancy and nation-wide call diversion capabilities.



## You are always in control

With the Pickle Portal you can view and control your Inbound traffic as well as view real time call attempts and a graphical display of call flow using our Inbound Service Management online tool. We can also help you to understand and monitor calling patterns and costs using the Think Pickles Insight Plus online reporting in our state of the art online cloud based platform.



## No bill shock here

No contracts. Easy to navigate plans. No downtime. No worries.



# A jar full of features.

Feature	All In One	Ultimate	Classic
<b>Available Phone Numbers</b>			
1300 number	✓	✓	✓
1800 number	✗	✓	✓
Local number	✓	✓	✗
Mobile number	✗	✓	✗
<b>Inbound Routing Features</b>			
Area Code or Prefix Routing	✓	✓	✓
Time Dependent Routing	✓	✓	✓
Selected Caller Routing	✓	✓	✓
Customised Call Barring	✓	✓	✓
DB & CRM Routing	✓	✓	✗
Mobile Location Indicator (MoLI) Routing	✗	✗	✓
Call Origin Routing	✗	✗	✓
<b>Call Distribution/Termination Features</b>			
Call Overflow	✓	✓	✓
Call Distributor	✓	✓	✓
Customised Voice Announcement	✓	✓	✓
IVR Menu	✓	✓	✗
Call Whisper	✗	✓	✗
Call Recording	✓	✓	✗
Voicemail	✓	✓	✗
Voicemail Transcription	✗	✓	✗
<b>Phone System Core Features</b>			
Outbound Calling	✓	✗	✗
Hunt groups	✓	✗	✗
User Extensions	✓	✗	✗
iOS & Android apps	✓	✗	✗
HD Audio	✓	✗	✗
Call Transfers (Blind & Attendant)	✓	✗	✗
Call Parking / Pickup	✓	✗	✗
<b>Access Control Features</b>			
Selected Caller Access	✓	✓	✓
Local Call Barring	✓	✓	✓
Mobile Call Barring	✓	✓	✓
<b>Service Management Features</b>			
Real Time Changes	✓	✓	✗
Call Insights	✓	✓	✓
Sync Phonebook	✓	✓	✗
Call Flow Designer	✓	✓	✗
Event Tracking	✓	✓	✗
<b>SMS Messages</b>			
Inbound Text	✗	✓	✗
Outbound Text	✓	✓	✗
SMS Workflows	✗	✓	✗
API	✗	✓	✗
Zapier Intergration	✗	✓	✗
<b>Service Options</b>			
Custom Intergrations	✓	✓	✓
Professional Voice Artists	✓	✓	✓
Ready Ring IP Phones	✓	✗	✗
Network IVR	✗	✗	✓
Number Ranges	✓	✗	✗

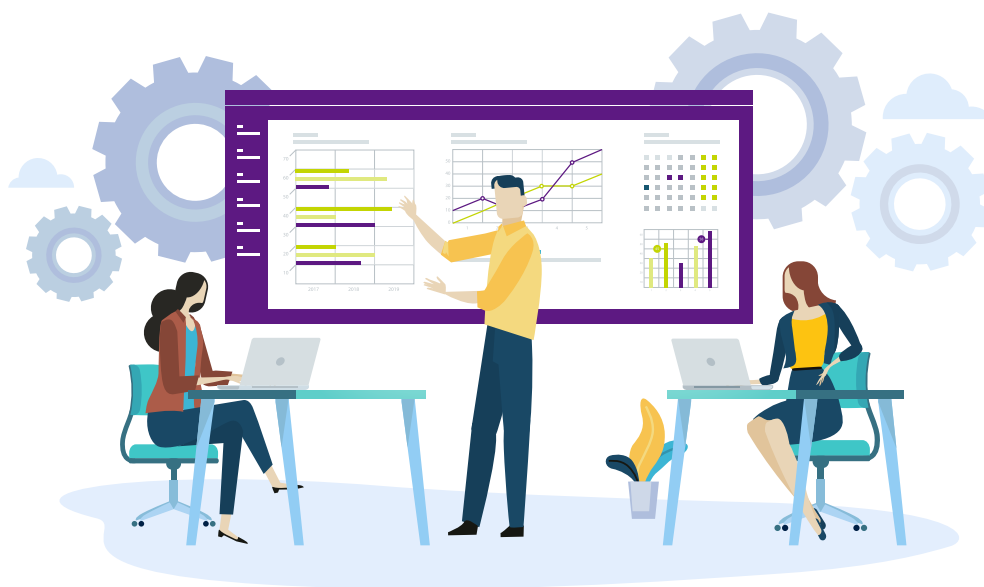
# The techy stuff. For the little nerd in all of us.



So much of business today still relies on person to person communications. Our inbound voice solutions make it easier for customers to reach you, provide flexible call routing options and enable you to tailor the right solution to your needs. They also offer a highly effective call management tool.

We offer a comprehensive range of services for inbound 13, 1300 and 1800 voice calls. A full range of features combined with affordable rates makes Pickle the compelling choice for organisations seeking to attain maximum value for their inbound traffic.

The Pickle Intelligent Network (IN) platform delivers inbound call routing to single or multiple answer points allowing calls to be routed to pre-selected answer points based on time of day, geographic and exchange based call origin or call traffic loads, giving our customers flexibility in call handling regardless of the number type used for inbound calls.



Feature	Detail	Benefit
<b>Available Phone Numbers</b>		
<b>1300 number</b>	1300 XXX XXX	A ten digit number where your customers only pay the cost of a local call, when calling within Australia, from a fixed line phone or standard national mobile phone.
<b>1800 number</b>	1800 XXX XXX	Allows your existing customers or prospective clients to call you free of charge from a fixed line phone or standard national mobile phone, from anywhere in Australia.
<b>Local number</b>	(0X) XXXX XXXX	Suitable for customers that want appear like a local business, run local advertising or retain old phone numbers.
<b>Mobile number</b>	04XX XXX XXX	Allows your customers to call and SMS your business from any fixed-line or mobile phone, from anywhere in Australia at standard rates.
<b>Inbound Routing Features</b>		
<b>Area Code or Prefix Routing</b>	Route calls from fixed line services depending on their originating telephone number area code or prefix (e.g. 02 or 029).	Segment your callers based on their location, similar to Call Origin Routing but based on the originating telephone number.
<b>Time Dependent Routing</b>	Route calls based on time of day, day of week, day of month and/or day of year.	Route calls to the most appropriate destination at any time of day or night.
<b>Selected Caller Routing</b>	Route calls based on their individual Calling Line Identification (CLI).	Customise your call routing for your most important customers.
<b>DB &amp; CRM Routing</b>	Route calls based on the caller's data from your CRM or database variables.	Provide personalised support by automatic routing calls to the right staff member and provide your agent with a pre-call account summary before the call is connected.
<b>Call Distribution/Termination Features</b>		
<b>Call Overflow</b>	Calls overflow to alternate destination numbers if the primary destination is busy or unanswered.	Ensure calls reach an available answering point.
<b>Call Distributor</b>	Calls are distributed to multiple answering points based on a preset percentage splaying of call trac.	Spread your calls evenly across your answering points.
<b>Customised Voice Announcement</b>	Play pre-recorded announcements to callers.	Provide information to callers without the need for your staff to answer.
<b>Voicemail</b>	Calls are answered by Voicemail when the line is busy, or no answer, or for calls outside business hours.	Ensure calls are answered, even when your staff are unavailable.
<b>IVR Menu</b>	An interactive touch tone service, features include advance speech recognition, Text to Speech capabilities and customer data interrogation.	Connect your customers with the right team member or department easily thanks to our intelligent pre-set call menu
<b>Call Whisper</b>	Announce who is calling from you business numbers or your personal phone.	Know who is calling for priority management of those calls.
<b>Simultaneous Ring</b>	Direct calls to automatically ring multiple phones at once, such as your home, mobile, or office lines.	Ring Multiple Answer Points at once

## Access Control Features

<b>Service Coverage</b>	Full national coverage, or limit your service to state wide coverage or a combination of states.	Customise your inbound service if you have a state based business.
<b>Selected Caller Access</b>	Restrict access to only accept calls from nominated phone numbers (a limited number of phone numbers can be nominated).	Set up a premium service line only available to key clients.
<b>Local Call Barring</b>	Bar calls from within the same area code (i.e. 02, 03, 07, etc.) as the terminating destination	Control the costs of local calls to your business.
<b>Mobile Call Barring</b>	Bar calls from mobile phones.	Control the costs of higher cost call types.
<b>Customised Call Barring</b>	Bars Selected Callers from Calling you	Giving Ultimate control on who can call you, from certain areas or locations.

## Service Management Features

<b>Real Time Changes</b>	Changes are effective within a matter of seconds and without any service interruption.	A simple, easy to use web-based application that allows you to view and make real time changes.
<b>Call Insights</b>	A comprehensive online reporting tool designed to make your reporting smarter and more efficient.	Assists you to gain customer and business insights, and helps you to manage call costs and service traffic.
<b>Sync Phonebook</b>	Easily import, sync and manage your business contacts.	You can even route calls by contact data. Everything is at your fingertips.
<b>Call Flow Designer</b>	Build a flexible call and SMS workflows without any assistance.	Use drag and drop tools alongside prebuilt templates to craft the perfect flow and go live quickly.
<b>Event Tracking</b>	This action allows you to send custom analytics events to 250+ applications.	You can setup your flow to forward event data to any of your other analytics providers such as Google Analytics, Salesforce, Slack.
<b>SMS Messages</b>		
<b>Inbound Text</b>	Receive inbound text messages from customers.	Inbound texts automatically appear in our portal, and agent replies are sent as texts.
<b>Outbound Text</b>	Send outbound texts messages to your customers.	Deploy Notifications and reliably reach users at scale with a dedicated mobile number, redundancy, and intelligent routing.
<b>SMS Workflows</b>	Provide personalized support by building dialogue workflows that can easily route to two-way Conversations.	Apply time-saving tools like macros, triggers, and other business automations – so you can scale up your text support easily. More flexible, so you can do you.
<b>SMS API</b>	Create triggered Alerts and automatically handle responses with the SMS API and chatbots.	We can also offer custom APIs and integrations
<b>Zapier Intergration</b>	Connect the apps you use everyday to automate your work and be more productive.	1500+ apps and easy integrations

## Service Options

### Voicemail Transcription

Ability to convert Voicemails to email, automatically. Don't like listening to voicemails, no problem you can send all calls to email to review at a time that works for you.

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### Call Recording

Ability to listen back to your previous calls for quality control and review purposes. This is also great to listen back to callers of your coaching staff.

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### Custom Intergrations

We can Integrate Think Pickle with the apps you use every day.

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### Professional Voice Artists

Sound professional from the very first call with top-rated voice talent and a range of hold music options that won't make you think you're in an elevator. Give your business a professional voice with everything from script consultation, voice talent, licensed music, studio production, we even offer ongoing support.

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### Phone Words

Be Memorable! Turn your phone number into a word for easy recall and brand reinforcement. Easy to use and hard to forget, Phonewords are an effective sales and marketing tool that can help you engage with your prospects and customers.

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### On-demand Phone System

A network-hosted, fully featured contact centre solution that is easy to set up and scale as and when your business requires. Users only require a smart phone to start taking calls, while supervisors have access to an extensive collection of real-time displays and historical reports. Other standard offerings include call recording, hunt groups and an automated outbound dialler.

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### SIP Voice

A telephony service which connects your IP PBX to the PSTN via the Internet. Think Pickle SIP supports a wide range of centralised and decentralised PBX architectures, giving you the flexibility to rationalise your voice network and offer unified communications features across your sites.

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### Business Internet

A high-quality, dedicated Internet connectivity for companies who are connected to the NBN or other fibre networks. Think Pickle offers you the power and reliability of a carrier-grade network combined with the flexibility and cost effectiveness solution.

# Additional service bolt-ons. That won't break the bank.



Only Pickle offers an extensive range of additional services that won't break the bank, not to mention integrated advanced smart solutions such as:

National Inbound Services	Access 13	1300	1800	Local	Mobile
<b>Call Routing</b>	13 XX XX	1300 XXX XXX	1900 XXX XXX	(XX) XXXX XXXX	04XX XXX XXX
	Local Rate*	Local Rate*	No Charge	Local Rate*	Varies*

## Service Options

**Pickle Portal Management** A simple, easy to use web-based application that allows you to view and make real time changes to your Inbound services. It gives you flexibility and control over how inbound calls are handled by your organisation. Changes are effective within a matter of seconds and without any service interruption.

**Network IVR** A highly flexible network-based interactive voice response application that is easy to update and maintain, allowing you to tailor the way you communicate with your customers. As well as basic interactive touch tone services, features include advance speech recognition, Text to Speech capabilities and customer data interrogation.

**On-demand Contact Centre** A network-hosted, fully featured contact centre solution that is easy to set up and scale as and when your business requires. Agents only require a phone and broadband connection to start taking calls, while supervisors have access to an extensive collection of real-time displays and historical reports. Other standard offerings include call recording, quality management, agent scripting tools and an automated outbound dialler.

**Think Pickles All in One Solution** Think Pickles All in One Solution is the ultimate in mobile Apps. It's the simplicity of a business service that goes where you go, all accessible on the device you already have. Set up and manage advanced call flows scales your business in real time when it suits you, not to mention have advanced metrics all at your fingertips. The All in One Solution with unlimited calls\* is the ultimate tool in business

**Pickle Portal Advanced Reporting** Gain customer and business insights with this comprehensive online reporting tool. Designed to make reporting of your Inbound Voice services smarter and more efficient, it offers an easy and hassle free way to manage your business telecommunications costs and service traffic, helping you to save time, identify potential cost savings and make reporting simple.

**Phone Words** Be Memorable! Turn your phone number into a word for easy recall and brand reinforcement. Easy to use and hard to forget, Phonewords are an effective sales and marketing tool that can help you engage with your prospects and customers.

**SIP Voice** Think Pickle is a SIP trunk telephony service which connects your IP PBX to the PSTN via an IP connection. Pickle SIP supports a wide range of centralised and decentralised PBX architectures, giving you the flexibility to rationalise your voice network and offer unified communications features across your sites.

**Think Pickle NBN** Pickles NBN service is designed specifically with branch and small offices in mind – providing simple connection to your analogue premise-based telephone equipment (handsets, fax machines, modems) or to a compatible PBX or key system.

**SMS** Pickles Messaging solutions are perfect for reaching out to large audiences. Send personalised texts and voice messages to hundreds or even thousands of recipients just as easily as sending to one person – to promote events, send updates to your business partners or reminders to your clients.

\*Local rate charges are dependent on the carrier used. Mobile calls are charged at no more than the cost of a standard mobile international call



# Ready to get started?

## You'll be glad you did!

If you would like to discuss any of our Simply Awesome business solutions, and to learn more about Pickle. Feel free to connect with us today on one of the below methods.

# 1300 688 588

[thinkpickle.com.au](http://thinkpickle.com.au) / [hello@thinkpickle.com.au](mailto:hello@thinkpickle.com.au)



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