



Smart DID

When you customer call to IVR and reach to operator, 99% will get a sweet answer like, 'let me try to find out who called you, please hold'. How terrible the customer gets a no guaranteed 'try to find out whom' and wasting time be 'hold'.

You just missed a business opportunity even don't know it was there. Or may pay 10 times effort to fix the bad impression.

Talk to right person---- 50% business achieved.

CooVox 'Smart DID'---- Lead the target talk to you directly.



Smart DID, an innovative feature of CooVox VoIP PBX, customer call back to the missed call from you will be automatically redirected to your extension instead of go to IVR and request operator to check who called him and forward the call to you.

How to configure Smart DID:

Navigate to Coovox GUI: Advance→Smart DID, Check the 'Enable' checkbox.

For example, the default setting:

Smart DID

Smart DID	
Enable:	<input checked="" type="checkbox"/>
Save	Cancel

Smart DID Rules List		New Smart DID Rule	
Pattern	Strip	Prepend	Options
1 X.			Edit Delete

This allows all outbound missed call to be Smart DID to original caller.

Tips:

The records of Smart DID in PBX database will be erased at every midnight to release system resources. That means Smart DID only handles the call on same day.