

Custom Routing Service

Keep your business calls flowing at all times.

Hawaiian Telcom's Custom Routing Service (CRS) controls your call traffic with a single phone call. Flexibility is the essence of CRS. If, for example, phone cables are accidentally cut near your office, or a storm disables your PBX, you'll need all lines redirected to other locations so that calls can be handled properly. With CRS, you can reroute entire groups of lines to other locations with one toll-free call.

On Line, 24/7

With CRS, your calls always have a place to go, even when you and your employees are out of the office. CRS gives you a way to manage call flow easily and with great flexibility. This essential service allows you to customize the routing of calls to fit your individual needs, simplify call transfers and increase productivity.

After Hours Service

CRS can improve customer service and help limit staffing needs by letting users redirect calls to answering services or other locations after hours. The service allows managers and employees to leave the office without jeopardizing important communications links and is therefore especially helpful to health care facilities, retail stores, professional services, and other businesses that require fail-safe call handling.

Using Custom Routing Service is easy

Activating and deactivating a routing option is simple. First, call a special Hawaiian Telcom provided phone number. Enter a personal identification number (PIN) using the keys on the dial pad. Then, follow the voice prompts, again using the keys on the dial pad.

Everyone can use Custom Routing Service

Hawaiian Telcom's Custom Routing Service can be used by a variety of occupations and industries and has an equally wide variety of applications.

Disaster Recovery

In disaster recovery, communications can be a matter of life and death. With a single phone call, CRS allows recovery workers to switch incoming calls destined for a group affected by a disaster to another group in an unaffected area. The switch can be made quickly with little or no warning, preventing costly downtime for banks and brokerages, insurance companies, health care facilities, industrial, chemical, and pharmaceutical companies and other vital services.

Telecommuting

CRS makes telecommuting easier and more practical for independent contractors, government agencies, corporate offices, and more. Telecommuting complies with the Clean Air Act, lifts employee morale, conserves expenses, and increases overall productivity.

Call Centers

Call Centers can use CRS's Group Redirect as a virtual call management center to reroute calls according to percentage, time of day, day of week, and other criteria. Multiple call centers may be operating, but customers only need to know a single telephone number. The service can be tailored to meet any business' unique requirements. Call management that has been improved by CRS, can easily maximize productivity for transportation companies, banks and brokerages, insurance companies and other organizations.

Managing Overloads

With CRS, calls can be rerouted during peak times or sudden overloads, maintaining staff efficiency and morale at retail stores, transportation companies and other companies that experience rapidly fluctuating call volume.

VIP Customer Service

CRS can direct specified calls to a special number for VIP service without the callers ever being aware that it's being done. Wholesalers, banks, brokerages, professional services and others can benefit from this ability to provide VIP treatment to key customers.

Group Redirect

Group Redirect lets you transfer entire groups of numbers to a pre-arranged location or locations with just one phone call.

First, you create groups of directory numbers. Then you create one to three routing options per group based on the following criteria:

- Basic redirect
- Time-of-day/day-of-week
- Percentage distribution
- Incoming number identification

For example, let's say you put the lines of each of your customer service representatives in one place – the Customer Service Department Group. You might want your three Group Redirect routing options to be determined by what to do in case of:

1 Incoming Overloads

Use percentage distribution to have a percentage of calls switch to a back-up group.

2 After Hours Service

Use time-of-day/day-of-week considerations to have calls answered differently after close of business and weekends.

3 Telephone Service Disruption

Use basic redirect to have calls answered elsewhere during emergencies.

With Group Redirect, you control your communications by determining if calls coming into the group are completed as dialed or are redirected according to the routing option you select.