

**AIRTEL
DOMESTIC TOLL-FREE
SERVICES (DTFS)**

GIVE YOUR CUSTOMERS AN EASY TO RECALL NUMBER

With Airtel's DTFS, you can subscribe to a Toll-Free number of the pattern 1800-XXX-XXXX. This will act as a point of contact for your customers and partners. They will be able to get in touch with you at any time, from any place, without incurring any cost. Consequently, you benefit from smart customer management, stemming from faster response to customers and improved customer satisfaction.



KEY HIGHLIGHTS



Flexibility

The solution offers a single number for any service, for every region. Solution can be deployed for internal as well as external customers.



Cost-effectiveness

The solution offers significant cost savings for your business due to centralized set-up, & communicating single number across all geographies



Convenience

Receiving of calls from anywhere in the country, across all operators, the solution allows routing of calls, based on business process and requirements.



Communication

The solution helps you improve customer engagement & internal collaboration for your business



Reachability

The solution is accessible from mobile phones as well as landline.

KEY FEATURES

Origin Dependent Routing: The solution enables your business to route incoming calls to its nearest destination, eliminates your need to have an office in every city, and effectively handles the language barrier problem.

Time Dependent Routing: The solution routes calls to other locations/ numbers after office hours and on weekends and provides your business the bandwidth to maintain a 24-hour operation.

Percentage/Ratio Dependent Routing: The solution automatically routes calls to different offices in accordance with the total enterprise capacity and always makes you available for your customers, irrespective of call volumes, as no office is ever over-burdened.

Call forwarding on Busy/No Answer: The solution overflows calls to other numbers or voice responses in case of busy/ no answer situations and makes sure you get the best of all business opportunities.

Call Statistics: The solution helps you analyze data through a detailed statement of calls received and call durations.

Emergency Routing: The solution routes calls to an emergency number at the time of disaster, as per system-configured emergency action plan and keeps your business viable even during emergencies.



BENEFITS

- **Enhanced Customer Satisfaction:** Your customers can reach you and get their questions answered, any day, at any time, absolutely free of cost.
- **Easy Recollection:** Your customers will be able to easily remember toll-free numbers, thereby increasing the likeliness of your business receiving more calls and more leads being generated.
- **Brand Image Creation:** Your business will benefit from brand recognition and credibility, resulting from the display of a toll-free number on your website and advertisements.
- **Greater Flexibility:** Because of the toll-free number, your customers will be able to reach you, no matter where you are located. This means you can relocate your business without your customers knowing that you have moved.
- **Heightened Power of a Marketing Tool:** Your business will see an increase in call volumes, ROI, and sales resulting from the power of the toll-free number that will allow you to create extensions, associated with a particular campaign.



AIRTEL ADVANTAGE

100+
CITIES

Pan India footprint in
100+ cities covering all
major district HQs

3,00,000+
RKMs

TDM & SIP based PRIs
delivered on 3,00,000+ RKMs
of Fiber network coverage in India



Network Redundancy
to ensure customer
are always connected



Robust infrastructure on
Fiber / Copper / RF network
with SLA based high uptime



End to end fully managed
toll free services with 24*7
mail and phone support