

# service: recorded information system



## Overview:

Manx Telecom's Recorded Information System offers access 24/7/365 to announcements you wish to make to both Customers and Staff.

## Explained

You record a message and notify Customers and/or Staff of the relevant number for them to ring to hear your message.

Scenario 1: In the early hours of a Monday morning an incident occurs which denies access to your building. Staff then hear about the incident via local radio broadcasts but are not sure what to do. As part of your contingency planning you have already advised them to ring a specific number in case of an emergency. By this time you have already recorded a message saying that the Sales team should work from home and ring this number again at 10.00am for a further update. All other departments should report to the disaster recovery site with immediate effect.

This system cuts down the need for line managers to speak to all their staff individually and allows them to concentrate on the problem at hand.

Scenario 2: You want to record a message

about your business, your products or to provide information that your customer can then access using their phone. For example, the Ronaldsway Meteorological Office provides a weather forecast service as a pre-recorded message which is updated throughout the day - up to six times a day. Customers wanting to find out the latest forecast information for their area can then, as required, call the number advertised and listen to this message.

Messages can be changed in seconds whenever the need arises.

## Target Market

Any business or organisation where there is a requirement to inform Customers and/or Staff of updated messages.

## Features

- Own unique numbers.
- Available 24/7/365.
- Simple to use with a pin code allocated to allow secure access for message recording.
- No restriction on how often a message is changed.

## Business Benefits

- Easy to disseminate information to staff in an emergency situation.

- Reduces Management intervention.
- Enhanced customer service allows customers to maintain contact and be informed in any unforeseen situation.
- Disseminate updated information quickly (one to many) e.g. stock figures, weather forecast, travel information.

## How it works

You are allocated a telephone number and security pin to record your messages and another telephone number for Staff and Customers to contact to listen to the recorded message.

The system allows for up to 15 concurrent calls to listen to recorded messages.

## Why Manx Telecom

Manx Telecom is the Isle of Man's largest telecommunications and Internet provider, offering the full range of fixed line, mobile and data services to consumers and businesses.

Manx Telecom has developed a portfolio of services which provide businesses with the tools necessary to increase productivity, reduce costs, and win and retain customers.

Feature	Description	Explanation
Pricing	£33.00 per month	Price includes two dedicated telephone numbers and security pin.
Contract term	1 year	There is a minimum contract term of 1 year.
Service Level Agreement	Fault Resolution	Faults can be registered with our 24x7 Helpdesk.
Delivery lead times		We aim to install the services in 10 days or less however this lead time cannot be guaranteed.
Contact	Tel: 624 624 Email: sales@manx-telecom.com	For expert advice or information give us a call or email.
Support	Tel: 624 624 Email: servicecentre@manx-telecom.com	Faults in the service can be reported 24x7x365.

## manx telecom

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