Manage your international call collection solution through digital

Contact Center Access Online Ordering

Are you dealing with multiple call collect providers worldwide? Do you want to reach new markets but dread the complexity of more local regulations? Could your business benefit from adding new numbers or changes in minutes – instead of weeks – anytime, anywhere, in real time ? If so, then it's time to "call" Orange.

Contact Center Access is an all-inclusive solution providing different types of numbers (toll free, geographical, toll share…), to collect and route your calls without any technical or regulatory constraint. Our extended coverage in more than 150 countries and territories helps you to manage your presence worldwide. You can choose either to have a local or centralized billing according to your business and costs strategy

Your access number in less than 2 min!
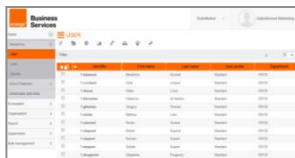### Manage your call collection faster, anytime, anywhere

1
Online number ordering in real time

Reduce time-to-deploy & time-to-deliver

2
Provisioning tool via "Web portal" or future "API tool"

Manage your solution with flexibility

3
Instant change management portal

Act reactively for business continuity needs

4
Detailed Online usage and performance reporting

Follow your voice traffic of calls received online

orange™ **Business Services**

Your Contact Center Access solution

Flexibility

- Autonomous and digital real time access to ordering, routing and reporting with high quality of service
- Integrated management with simple and local invoicing

Guaranteed quality of service

The network is homogeneous with high quality, without any voice compression and 99.9% of availability guaranteed thanks to the Orange Labs and partner's expertise

Customized management

Choice to have either global or local billing with no more complex nor time-consuming invoice management with multiple bills having their own taxes, currency or languages.

Excellent geographical coverage

- Available in more than 150 countries and territories
- International portability and numbers retention capabilities
- Orange's local presence allow us to be closer to your business and customers

Why Orange?

Dedicated support
Our teams support you whenever you need it, 24x7 and all around the world.

Expertise
As both system integrator and international carrier which benefits from the Orange Labs expertise, we support companies to provide the best customer experience, everywhere in the world.

Tailored invoicing
Choose the invoicing that better suits your needs, local or central billing, depending on how you want to manage your costs.

Customized reporting tools
Track and manage your traffic consumption online thanks to our service management web portal and API tool coming soon.

For more information about Contact Center Access Online Ordering, contact your local account team or visit us at www.orange-business.com

Business Services orange™