Manage international call collection 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? 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 technical or regulatory constraints. Our extended coverage in more than 150 countries and territories helps you to manage your presence worldwide. You can choose either to have local or centralized billing according to your business and costs strategy.

Business Services

Your access number in under two minutes

Manage your call collection faster, anytime, anywhere

1 **Online number ordering in real time**
Reduce time-to-deploy and time-to-deliver

2 **Provisioning tool via our 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

Contact Center Access offers:

Flexibility

- Autonomous and digital real-time access to ordering, routing and reporting with high quality of service

- Integrated management with simple and local invoicing

Customized management

- Choose between either global or local billing to avoid complex and time-consuming invoice management from multiple bills having their own taxes, currency or languages

Guaranteed quality of service

- Our network is homogeneous with high quality, without any voice compression and 99.9% of availability guaranteed thanks to Orange Labs and partner expertise

Excellent geographical coverage

- Available in more than 150 countries and territories

- International portability and number retention capabilities

- Orange local presence allow us to be closer to your business and customers
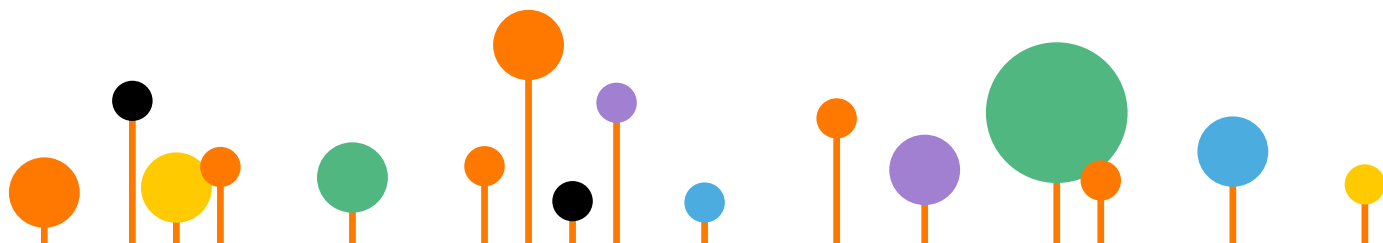
Why Orange

Dedicated support

Our teams are ready to support you
24x7 all around 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.

Expertise

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

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**

orange™

**Business
Services**