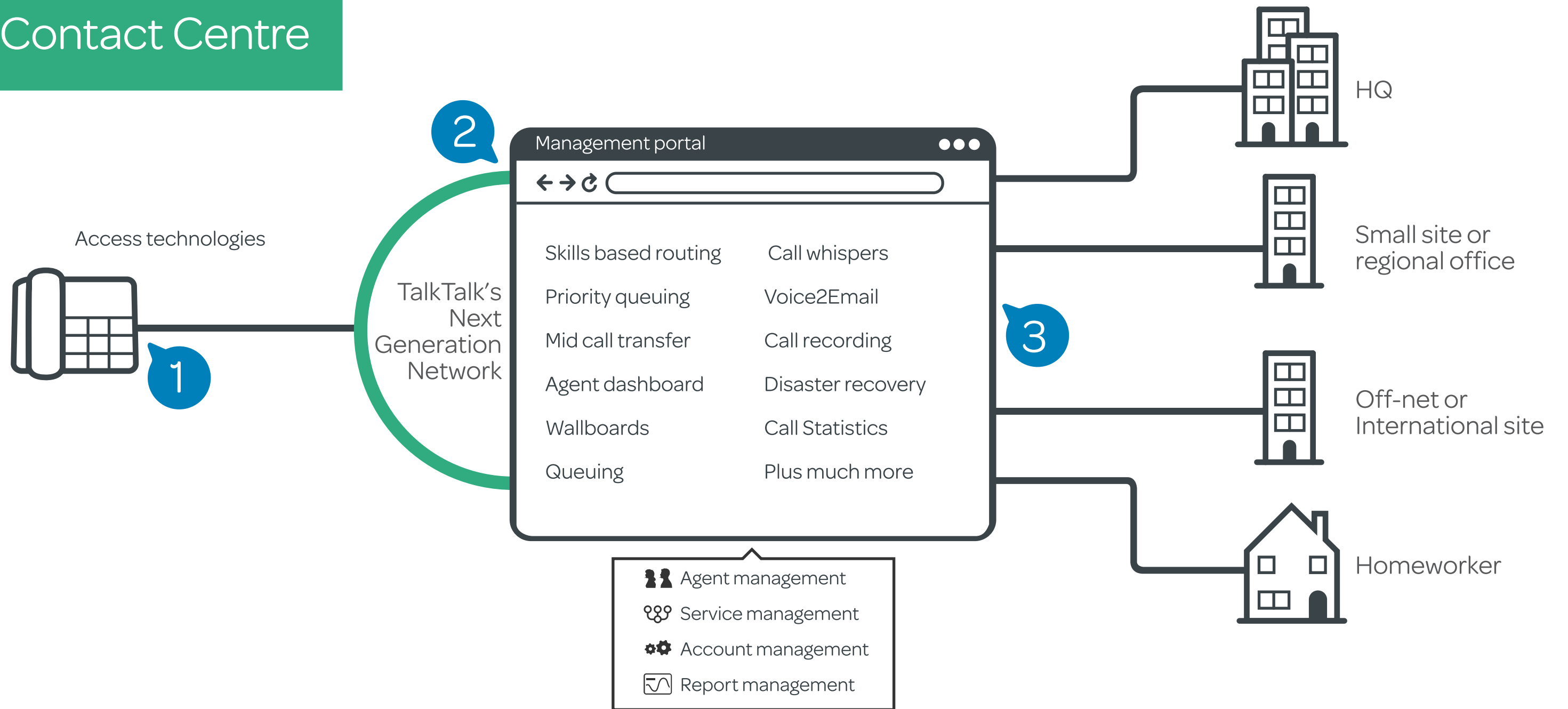


Hosted Contact Centre



1 Customer site
The caller dials a business' number, e.g. 08XX or 01/02 (virtual geographical number).

2 Call routed
The call is routed through the TalkTalk's network where the call is analysed and routed according to the call flow set up using the management portal.

3 Call delivered to destination
The call is delivered to an agent, agent group or call centre based upon their availability or area of expertise.

Call our business experts today on 0808 274 0707

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