As a network-based interactive voice response (IVR) application, EZ Route provides contact-center functionality (e.g., menu routing, database routing and links to custom applications) that enables businesses of all sizes to answer calls, provide messages, create announcements and support call routing to live agents or other IVR applications through a menu-driven interface. Answer and route incoming calls seamlessly based on caller menu choices or ANI or DNIS information. You can also customize your system with announcements, professionally-recorded messages or routing tables and make changes as often as you like.

**Cost effective**
- No capital investment required
- Calls routed to the correct location the first time, saving transport costs for bridged calls
- Pricing on a per-call rate

**Efficient**
- Provide current status information to callers that can be updated in near real time
- Route to multiple locations or departments to handle call traffic spikes
- Build custom solution applications in as little as 30 minutes using the web-enabled IVR application wizard

**Adaptable**
- Use your existing infrastructure to easily integrate with automatic call distributors (ACDs) and private branch exchanges (PBXs)
- Design your call management program to meet your changing business needs and deploy changes
- Change routing options in real time
- Customized application design reroutes incoming 8XX calls to be answered via touchtone or speech-recognition menu

**Features**
- Quick and simple creation of a voice menu and routing scheme via a web-based, graphical user interface (GUI), which includes assigning toll-free numbers and transfer-to numbers for routing
- Select from a touch-tone menu and/or speech-recognition menu and extensive routing options:
  - Time-of-day, day-of-week and holiday routing directs calls to specific contacts based on the routing schedules you define
  - Geographic routing based on caller area code + prefix and 10-digit number
  - Database routing to transfer calls and provide announcements based on caller entered digits (CEDs), automatic number identification (ANI) and dialed number identification service (DNIS) information stored on your database
  - Percent allocation shares call traffic on a percentage basis to multiple phone numbers, area codes, prefixes or 10-digit networks
  - Busy-ring-no-answer overflow (create a default route to another POTS/VNS/8XX if the primary destination is busy)
Why choose CenturyLink?

EZ Route makes it simple to deploy changes instantly with an easy-to-use graphical user interface. You also gain access to the highly reliable CenturyLink network and enjoy 24/7/365 customer support center availability and network and application monitoring, which provide exceptional assistance and comprehensive support that’s always there when you need it.

Other products available from CenturyLink

In addition to EZ Route, CenturyLink has an array of products to meet your call center needs, including our Toll-Free Service, Hosted IVR, Interaction Routing, CenturyLink and Networking services. You can also engage with us for business continuity planning and implementation services and professional services for solution design, integration, training, and network security planning.