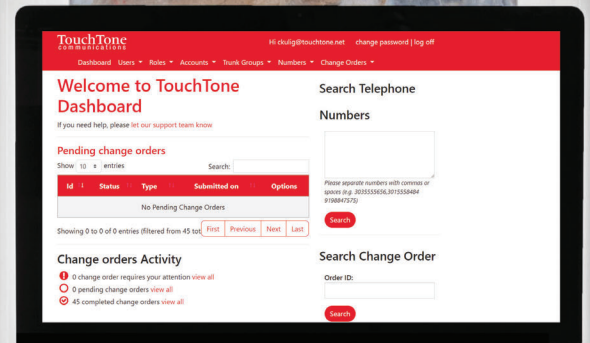# TouchTone
communications

Control Center Web Portal

Take back control. Manage toll free numbers and DIDs on your terms.

Control your toll free numbers and DIDs when and how you want to through TouchTone's self-managed web-based management platform.

TouchTone's Control Center web portal allows customers to manage their TouchTone toll free numbers and DIDs. Easily create and modify routing strategies and call flows for inbound toll free numbers and DIDs - including routing between multiple sites, IP connections/PRI interfaces and Remote Call Forwarding.

Control Center is a no-charge tool offered to TouchTone SIP trunking customers.

Portal Features

- Single number and bulk routing including custom DNIS
- Routing control to predefined alternate trunk groups and/or the PSTN to another number
- Remote Call Forwarding for DIDs and direct dialing for toll free numbers
- Revert number changes and history details for changes
- Location Routing Control (LRC) – allows unique geographic routing (an important feature especially for alarm monitoring and emergency response centers)
- Percentage allocation ability - route a percentage of your callers to one or more supported locations
- Bulk E911 updates
- Bulk CNAM
- Customer designated trunk group naming
- DID/toll free grouping
- Single login across multiple managed accounts
- Bulk account creation and user lists

Real-Time Changes
A change request can typically take a few days, but with Control Center, make modifications on-demand and in real-time - saving both time and money!

Improve Efficiency
Adjust routing in response to changing call volumes. Help raise call completion rates, reduce lost/unanswered calls, minimize revenue lost to failed calls, and increase overall customer satisfaction.

Disaster Recovery
Avoid disruptions in business. Set up alternate call routing plans/predetermined failover routes as part of your disaster recovery and business continuity strategy.