

The Client

Grassy Creek are a property management company with offices worldwide.

The Challenge

With an out dated phone system, Grassy Creek wanted to up date it with a system that would add value to their business. The client needed to be able to cut costs of outgoing calls to clients, as well as finding a way of talking to other offices as cost effectively as possible. The client was concerned about having a back-up line; just in case the internet went down. They also required a global address book to be linked with the phone system in order for them to 'click-to-call' clients; saving employees valuable time with incoming and outgoing calls. The client wanted to make internal communication easier and for employees to be able to work remotely if they wished.

ITSec's Solution

After understanding their needs and budget; ITSec proposed the client utilise the trixbox Pro solution. This solution gave all the Enterprise features, like call queues, ACD reporting, call barging etc. but also gave them features they hadn't considered before, like employee IM (for easy internal communication), linking with the CRM system, HUD3 (so they know who's on the phone) etc. This solved a variety of issues; including saving valuable time for the employees when making outgoing and incoming calls. Trixbox Pro also enables users to offer better customer service as they will know how many calls are queued and who, out of their colleagues, is busy on the phone. The Global Address Book was achieved and linked to the phone system, so the user can make a call by clicking on the contact in the CRM system.

The trixbox Pro solution gave the employees an opportunity to work in any location where they would have internet access. From an external caller's point of view this allows them to work seamlessly as if they were in the office.

The system, being Hybrid-Hosted, gives the client piece of mind in the fact that it will switch to PSTN automatically; ensuring that even if the internet goes down, the phone lines won't!

For more information about trixbox Pro in the EMEA region; please visit www.trixboxshop.co.uk or call us on 0116 2160 670



Benefits

- Free calls to other sites
- Automatic PSTN backup
- Enterprise features
- Saving employees time with the 'click-to-call' facility
- ACD Reporting
- CDR Reporting

