

## PBX and Phone System Solutions

As one of the leading suppliers of telecommunications equipment, Activated Communications has a wide range of telephony solutions to suit different types and size of businesses.

We ensure that every technical feature provides our customers with a business specific benefit that matches a real need. We also have a number of applications that can be implemented to deliver increased efficiency and productivity through the telephone system.

Activated Communications is one of the country's leading suppliers of business telephony switches. We have considerable experience in providing systems that range from a few handsets to over 10,000 extensions, including complete project management, programming and end user training.

We work with several leading manufacturers and can offer a truly independent view on the best solution to suit your business both today and tomorrow.

All telephony systems are supported by a full suite of services:

- Consultancy
- Installation
- Project Management
- Training
- Support

From your first consultation through to training and support, we are driven by the same goal - complete customer satisfaction.

### Applications

While all the solutions Activated Communications provides are rich in functionality real value is only realised when applications are added.

The following are just some of the applications we can provide:

- Unified Messaging: While out of the office or working from home, unified messaging allows you to access voicemail, fax, and email from a PC.
- Call Management: Ensure the telephone system is performing optimally, by having access to statistical and graphical information about its performance.
- Computer Telephony Intergration (CTI): Improve customer service by recognising callers as they phone in, and by having their information displayed on the screen so you are ready to enter a conversation with them.
- Voice Recording: Record a conversation to help with training, dictation, accuracy, and security.
- CRM Integration: Integrate your telephone and Customer Relationship Management systems, to allow information on a customer to be displayed as soon as the customer calls in.
- Voicemail: Avoid delays, and mistakes, in passing messages to people.
- Home Working: Allow employees to work from home whilst still having the flexibility of being on the office telephone system.

There is a wealth of applications available and we work with our customers to identify those that will add the most value to their business.