

PROFESSIONAL SOLUTIONS FOR PROFESSIONAL ORGANISATIONS

For professional organisations such as accountancy and legal firms, efficient, reliable and flexible communication solutions are key to maintaining customer satisfaction whilst improving efficiency and reducing costs.

Just as important, however, is having a fully functional and secure telephone system to ensure that you can fully meet your customer needs.

Toshiba's Strata CIX solutions will provide all of your staff with core functionality to fully service your clients, whilst improving productivity.

Toshiba's Strata CIX solutions allow:

- » Customers to get through to who they need, when they need to.
- » Partners and employees to focus on key projects when necessary, without interruption.
- » Operators to quickly see who is on the phone, in Do Not Disturb (DND) mode or able to take a call.
- » Effectively allocate costs relating to all outgoing calls and conference calls.
- » Securely and efficiently record incoming and outgoing calls.
- » Staff to be contactable and productive, regardless of their location.
- » VIP calls to be recognised and dealt with as quickly and efficiently as possible.



Key benefits:

- » Fully secure and flexible voicemail solutions allowing focus on key work when necessary.
- » Quick, easy playback of messages with intelligent soft key prompts on display featurephones.
- » Easy access to voicemails, allowing secretaries to filter out unimportant messages.
- » Personalised messages to ensure that callers know if you are out of the office, in a meeting, etc.
- » Secure call recording with quick and easy retrieval, ensuring quality, validation of information, etc.
- » Call screening, allowing important calls to be taken and non-important calls to go straight to voicemail.
- » 'Point-and-click' Windows Operator Console (WOC) allowing efficient transfer of all calls.
- » Account codes ensuring that all costs are properly allocated to the correct client.
- » Easy view using WOC or feature buttons to see who is on a call, available, or in DND mode.
- » Manager/secretary working allowing secretary to pick-up calls, bypassing call forwards.
- » Quick identification of VIP calls through multiple ringing tones, or caller display.
- » 8 party conference calling, eliminating the need for an external service to be used.
- » 15 music/message on hold sources allowing key messages to be played to different callers.
- » Computer Telephony Integration (CTI) allowing the callers data to 'pop' onto the screen before the call is placed, and instant messaging while on the call.
- » Easy log-on to ringing groups, allowing staff to answer incoming calls during peak times.
- » Auto Attendant (AA), allowing callers to route their own calls.
- » Automatic scheduling of voicemail (day-of-week, hour-of-day, etc.)
- » User defined call forwards to ensure you always get those important calls.
- » Automatic Call Back (ACB) to ensure voicemail space is efficiently used.

Internet Protocol (IP) telephony

Toshiba's Strata CIX communication platforms allow you to implement IP telephony when it's right for your business. Toshiba's IP solutions provide maximum security, and provide organisations with key operational benefits, such as:

- » Provide more flexible working options for your employees with remote or mobile working.
- » Reduce operating costs with a converged network, allowing voice to 'ride-for-free' over existing networks between sites.
- » Remove obstacles to growth with easy addition of more lines and extensions.
- » Quick and easy integration of remote or temporary sites and/or staff.
- » Flexible IP-QSig configuration providing feature transparency across branch office locations.
- » Feature-rich IP end-points, including one with a separate analogue line allowing users to call out in the event of network failure, and emergency services to be dialled from the users exact location.

For more information on how Toshiba's solutions can help your professional organisation, contact us using the details below.

