

IMPROVE CONTACTABILITY, EFFICIENCY AND CLIENT SATISFACTION WITH TOSHIBA'S STRATA CIX SOLUTIONS

Toshiba's Strata CIX solutions provide veterinary surgeries with a flexible, feature-rich and reliable communication platform. Helping improve efficiency and contactability, Strata CIX systems can help you revolutionise the way your clients contact the surgery from providing out-of-hours information in recorded messages, to fully automating the appointment booking process.

The first point of contact for any client contacting your surgery is usually via the telephone. The call must, therefore, be handled quickly and efficiently to ensure that the clients beloved pets receive the treatment they deserve as quickly as possible. Any delay will leave dissatisfaction with the client, and can lead to negative comments being passed to their family and friends.



With Toshiba's telephone solutions, you will be able to ensure that every call coming into the surgery will be handled as quickly and efficiently as possible. What's more, with traffic reporting, you will be able to see when your busiest times are so that you can ensure adequate coverage.

The Strata CIX systems from Toshiba provide ultimate flexibility and reliability. Aside from providing maximum business continuity, this also means that the telephone system can quickly and cost-effectively be amended as the needs of your surgery and, more importantly, the needs of your clients change.

Toshiba's solutions will also allow you to be more flexible with the services you offer. From hands-free telephone calls in the consultation rooms, to providing conference calls between the surgery, the client and a vet in the field, your clients will be satisfied that they are receiving the best level of service possible for them and their pets.

Key benefits:

- » Easily or automatically schedule different messages to cover 'out-of-hours' periods such as bank holidays, weekends, lunchtimes etc. to provide information such as contact details for the Vet on call.
- » During out-of-hours periods the system can also provide option to 'press one for an emergency', and be transferred across the network to the Vet on call.
- » Toshiba's 'automatic answer' feature allows the receptionist to force the handset in the consulting rooms to answer so that a two-way conversation can take place without anyone having to lift the receiver.
- » Call reporting to provide information on busy periods, lost calls and time to answer.
- » Quickly and easily establish conference calls between the surgery, the Vet in the field and the client.
- » Increased call answering efficiency for handling peak time calls, particularly for appointments.
- » Eliminate busy tones for clients ringing in, with all calls being diverted to the first available extension.
- » Flexible options for what clients hear while they are waiting, including music on hold, comfort messages or pre-recorded information about the surgery.
- » Easy identification of emergency calls through flashing light and alternate ring tone.
- » Emergency button increasing safety of staff in consulting rooms.
- » Single button next appointment call.
- » Flexible configuration of lines means that you can restrict the number of calls that come into the surgery's main number, providing staff with a bypass number.
- » Flexible call answering through users logging in and out of ringing groups at the touch of a button, to assist at busy times.
- » Ability for individual direct dial numbers or voicemails for certain staff (e.g. the office manager).
- » Cordless headsets can be fitted to any digital featurephone, providing more flexibility to the user.
- » SIP/Wi-Fi handsets ensure contactability of staff, wherever they are in the surgery.
- » Cost-effective solution that can allow surgeries/practices to implement a flexible, feature-rich solution, without having to increase the cost of telephone calls for customers.
- » Toshiba engineering innovations for unrivalled reliability and investment protection.
- » Flexible solution, allowing you to grow the system as the needs of your surgery changes.
- » Range of practical purchase options available to meet your needs.

