

STRATA CIX

Toshiba's Strata CIX communication platforms offer sophisticated enterprise capability at an affordable price. In simple terms, you will be able to make and receive, transfer and intelligently route calls simply and quickly at the touch of a button.

With Strata CIX you will be able to take advantage of Internet Protocol (IP) telephony, mobile or remote working, advanced messaging solutions, networking and contact centre functionality.

Practical, scalable and easy-to-use and configure, Toshiba's Strata CIX solutions will dramatically improve the way your people communicate, work and collaborate. Strata CIX also provides the tools you need to significantly improve the performance of your business and your people.



Key benefits:

- » Modular design, providing a flexible and cost-effective solution that can grow in line with your business.
- » Designed for continuous technical enhancement, supporting your business to retain competitive advantage.
- » Unrivalled investment protection with easy and cost-effective upgrade to a higher capacity system, or new technology.
- » Common, extensive feature-set regardless of the size of configuration, available to head and branch offices.
- » Configurable in pure IP, hybrid IP or digital to provide the technology that's right for your business today and tomorrow.
- » SIP/Wi-Fi capability to ensure maximum flexibility of your workforce.
- » Unrivalled reliability for maximum business continuity.
- » Reduced cost of ownership through SIP trunking, available directly from the IP card to eliminate the need for an external gateway.
- » Full range of applications available to extend your solution, including built-in Uniform Call Distribution (UCD) and traffic reporting, messaging solutions, Automatic Call Distribution (ACD), call routing and recording, Interactive Voice Response (IVR), Computer Telephony Integration (CTI) and networking.

Toshiba Strata featurephones

Toshiba's Strata CIX communication platforms provide a range of stylish, robust and reliable featurephones, providing core functionality to the desktop. Toshiba's range of IP and digital featurephones increase employee productivity and boost customer satisfaction:

- » Easy identification of who is on the phone or available through Red/Green Busy Lamp Field (BLF) indication.
- » Soft keys, providing intelligent feature presentation for applications such as voicemail and conferencing.
- » Up to 10 different ring tones provide simple identification of the type of call, and the ability to assign a specific ring tone to a particular project or Direct Dial-In (DDI) number.
- » LCD display featurephones provide on-screen directory dialling, reducing the time spent searching for numbers.
- » Flexible and one-touch keys can be configured for regularly used functions.
- » SoftIPT turns a PC/laptop into a fully functioning IP phone with an intuitive, easy-to use interface which eliminates the need for an additional desktop featurephone.

Operator positions

Toshiba's Strata CIX systems also feature solutions for operator positions, including Add-on Modules (ADM), Direct Station Select (DSS) and a Windows Operator Console (WOC). These solutions help operators and other staff handle incoming calls quickly and efficiently, boosting customer satisfaction.

Messaging solutions

Toshiba's voicemail portfolio includes a range of options to suit your requirements, including a sophisticated unified messaging solution that allows voicemails, faxes and e-mails to be retrieved from one central place.

Designed to increase both customer satisfaction and employee productivity, these solutions eliminate busy signals and no answers whilst allowing employees to focus on important work when necessary. Our voicemail solutions also provide features such as Auto Attendant (AA) which allows callers to route their own calls, or audio text which can provide key information to callers out-of-hours.

Networking solutions

Toshiba's Strata CIX solutions can be networked together, extending the features and functionality across your entire corporate network. This also allows centralisation of key applications such as operator positions, call logging or door lock control.

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Remote and mobile working

Strata CIX also allows remote and mobile working solutions, allowing customers to be more flexible with their staff, and for employees to be contactable regardless of their location. With SIP handsets, employees can also be contactable wherever they are in the building and the SoftIPT for Windows Mobile devices can turn a mobile phone or PDA into a full extension.

Call routing

Toshiba's call routing solutions help to direct incoming calls to the correct department, allowing more enquiries to be dealt with by the correct person first time. From a simple Uniform Call Distribution (UCD) model, to Interactive Voice Response (IVR), these solutions help you improve the customer experience whilst increasing the efficiency of your staff.

Computer Telephony Integration (CTI)

It is also possible to link your Strata CIX system to back-office databases, creating a fully integrated telephony solution that can revolutionise the way that you interact with your customers. For example, the system can automatically fetch customer records from a database or CRM system before a call is connected, and pop them to the screen of the person taking the call.

Call recording

Toshiba provides call recording solutions, allowing organisations to record calls for a variety of purposes including security, transactional analysis, quality assurance, staff training and performance monitoring. Toshiba's solutions provide long-term recording and archiving of inbound and outbound calls.

Real-time performance reporting

Vital, real-time management information can be provided on the performance of your contact centre, allowing supervisors to make quick, informed decisions on how and where to make improvements. Past information can be reviewed as though in real-time, and 'cradle-to-grave' analysis can be performed on specific calls, providing essential data for training and continuous improvement.

For more information on how Toshiba's telephony solutions can help improve the productivity of your organisation and staff, speak to one of our authorised partners, or contact us at bcd_marketing@toshiba.co.uk.

Toshiba is committed to providing flexible, reliable and feature-rich communication solutions that help companies increase efficiency, reduce costs and improve customer satisfaction. With best in class reliability and customer investment protection, Toshiba are perfectly placed to satisfy the communication needs of our customers today and in the future.

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