



Value Added Applications

Having the right systems and applications for your business is critical to support and enhance your business development. The system needs to fulfill your current organisational requirements as well as be flexible and scalable for further growth and changes.

The right applications will dramatically enhance your productivity, customer service and costs, as well as reduce time and call wastage and also provide real time access to organisation-wide information and network infrastructure.

Gone are the days of 'out of office' meaning 'out of contact' - now you can take your office desk number with you via your mobile or hand held device, as well as access emails and documentation wherever you are and whenever you need it.

Telesis works with businesses to understand how they operate and how people move around the organisation. This means that they will only propose the systems and applications you need in order to stay ahead of the game.

Mobile and business applications. Start benefiting today:

Call Control

- Voicemail applications to record calls, email messages to users and also provide specific message according to time of day or caller group
- Quickly and efficiently locate and transfer calls

Manage and Measure

- Reporting and real-time measurement of telephone usage and mis-usage by department and individuals
- Secure recording of calls for quality control, training, compliance, etc
- Enable supervisors and team leaders to easily keep an eye on all their team members' telephony communication activities
- Easily monitor team member's phone status, call details, presence and availability

Complete Access

- Stay in touch with customers, suppliers and work colleagues - wherever they may be
- Anytime, anywhere access to business communications

Customer Satisfaction

- Provide "one number" access to customers - improving availability of key staff members
- Enhance customer service levels and response times
- Lower call abandonment rates
- Break down geographical, business and technical borders to achieve real-time interaction with customers

Cost Effective

- Increased revenues – more efficient delivery of revenue-generating activities such as sales, up- and cross-selling, customer retention and win-back programmes, etc

Working Tools

- Enable customer/caller information to 'pops' up on desktop screens
- Integrate working tools and applications i.e. Outlook
- Retrieve e-mail, faxes and voicemail from one central place