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Telephony Office-LinX Customer solutions Case study



Department of National Planning integrates

Telephony Office-LinXtm into their Communications network

OVERVIEW

Company:

Department of National Planning

Industry:

Government

Customer Profile:

The DPN is the government entity in charge of macroeconomic and economic research concerning both the public and private sector. It produces valuable statistics and information such industry sector studies, export and import analysis, external and internal debt behavior and many other documents used by the private and public sector to set future business strategies and economic plans. It works closely with the Finance Ministry to set national planning and budgetary resolutions. DNP experiences a substantial flow of incoming and outgoing information that require a very robust and stable communications platform.

System Integrator:

Sycom S.A. (Colombia)

Business Situation:

existing communication infrastructure was insufficient and couldn't handle the large amount of calls received from their customers, Banks and companies in the private and public sector.

“Esna Technologies provides us the tools to manage and process voice, fax and e-mail inquiries on a daily basis. Without Telephony Office-LinX we had an unmanageable process that left citizens frustrated with the planning department”.

“With the solution from Esna Technologies the people internalize better service. It facilitates their daily activities because now they are able to inquire, read and have all their communication by only using one tool”. Said Julio Cesar Rivera – Project Manager DNP.

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DNP realized that their existing communication infrastructure was insufficient and couldn't handle the large amount of calls received from their customers, Banks and companies in the private and public sector. The customer reps couldn't cope with all the requests being received through e-mail, fax and phone. DNP began looking for a solution that would improve the experience of the end-users calling into the system, take some burden from the phone operators by automatically handling certain calls, access and manage different types of messages to allow a more efficient response and improve overall customer satisfaction.

Integrar, an Esnatech partner in Colombia, provided the department with a Telephony Office-LinX solution. The end result after deploying Telephony Office-LinX was better resource optimization. Now phone operators only attend calls require personal assistance. A large amount of the calls were done to request generic information that is now handled by the auto-attendant.

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Solutions:

Better resource optimization. Now phone operators only attend calls require personal assistance. A large amount of the calls were done to request generic information that is now handled by the auto-attendant.

Substantial Improvement in Customer Service - Better call handling, improved response time, more productive and efficient customer representatives, access to voice, fax and email messages from one recipient and better management of messages received.

Benefits:

Satisfying customer requests and dramatically lowering the cost involved in responding to citizens. It also enabled massive productivity gains within the department as they managed all their communications natively from Microsoft Outlook

Server Technology:

Telephony Office-LinX

Application Solutions:

12-port Telephony Office-LinX platform with the GroupWare module to allow e-mail forwarding through SMTP (integrated messaging). A 4-port Fax-LinX Fax Server for incoming and outgoing faxes with 60 desktop licenses

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“With an excellent teamwork between Integrar and Esnatech, we are able to provide high quality solutions that allow our customers to improve the quality of life of their internal and the external customers; achieving great positioning of the Unified Communications Solutions in the market”. Said **Jackeline Mora Camacho –Account Manager from Integrar S.A.**

Simply the best way to communicate!

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