



MESSAGING

Giving a response to every contact



Customer service quality is a key differentiator in today's highly volatile marketplaces. Companies' brand reputations can stand – and fall – by the way they answer and manage their incoming call traffic. It's vital for them to make sure that every call is answered, even after hours and when all employees are busy – and that any messages left are noted and acted on quickly and efficiently.

Avaya IP Office gives your SME customers that messaging capability – plus the confidence that their commitment to customer care is clearly evident at all times. Every extension 'owner' can create their own personal greeting to welcome their callers when they can't answer in person. Messages can be accessed on the spot or remotely when people are out and about. And if they choose, voice messages can even be sent automatically to individuals' email accounts for collection there.

CALL NOW FOR MORE INFORMATION

0800 671 045

OR EMAIL CLIENTRECEPTION@BT.COM