

**BT** wholesale



# PHONE MANAGER

Keeping you in total control  
of call traffic and costs



Businesses that are keen to improve the 'customer experience' want to keep a close watch on how well they perform in managing their customers' calls – and in meeting their expectations.

The Avaya IP Office gives them the tools to do precisely that at their PC. Phone Manager keeps a log of all outgoing and incoming calls. It can show which ones were missed and went unanswered and which ones were put on hold and for how long. This can equip your customers to monitor and control their call costs more effectively and also easily spot when and where they might need extra people on duty to handle calls at peak times.

The Phone Manager screen can also show at a glance who in the company is free to take a call, who's already on the phone and who's busy and doesn't want to take calls.

CALL NOW FOR MORE INFORMATION

**0800 671 045**

OR EMAIL [CLIENTRECEPTION@BT.COM](mailto:CLIENTRECEPTION@BT.COM)

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