

# Case Study

## Telenor Smart Office

- Telenor Smart Office is a budget-friendly and efficient replacement of cumbersome physical PBX setup.
- This technology allows small and medium-sized businesses to have a sophisticated Virtual PBX system without the investment on physical PBX setup and the entire PBX is operated and maintained virtually by service provider.
- It is useful for all SOHO, SME and corporate clients that can be used over Master/UAN numbers.

Smart office is a virtual platform with robust feature set that offers services beyond conventional telephony platform.

You can have same business line for your official and personal use with swift, affordable way to scale up your business ante. Let's you to know if it's a business or a personal call while keeping your personal number private.

Flexibility of working from anywhere any time. Call Center Setup with customized IVR. A comprehensive call recording solution for performance management. Flexibility to share minutes between. Authorize agents to forward calls at desired extensions with voicemail option. Gather crucial data for your business operations with after call survey and get business insights.

### **COMPANIES HAVING SALES DEPARTMENT/TEAMS SCENARIO**

Telenor SMART OFFICE is quite useful for companies having field force (support/sales). It will help companies to build better relationship with customer and help management to keep closer eyes on customer's satisfaction.

## **TELENOR SMART OFFICE SOLUTION**

- Field force (Sales/support team) will be able to attend incoming calls on company's centralized master number, on the go, provide Mobility to Field staff.
- All outgoing call logs & recordings will be available for decision maker on Telenor SMART OFFICE Web portal.
- Call recording feature helps in reducing unofficial calls, causes significant saving on current Billing.

## **Traxx Customer Problem & Solution**

Keeping in view the versatility of TRAX business model, we have enabled TRAX with key business insights to take their informed business decisions.

Smart office is a virtual platform with robust feature set which offers services beyond conventional telephone platform. It is a comprehensive call recording solution for better performance management which provides; Seamless scalability, whether you have one or hundreds or thousands of employees.

No hardware involvement or upgradation requirement. 99.99% reliability and transparent status through user friendly web portal.