

Business Centre Solutions

Total Communications Solutions for Business Centres

Inter-Tel Europe is a supplier of total business communications solutions. Our Axxess Digital Communications Platform is a proven bedrock for functionality and reliability upon which business applications can be built to deliver leading edge service strategies to you customers.

For the Business Centre Association Inter-Tel has developed a number of innovative applications which include its proven IP telephony solutions and the latest in Computer Telephony Integration technology.



AVAILABILITY AT A GLANCE

The Axxess Screen Based Operator Console allows central operators to easily answer calls and transfer them to the correct tenant with one touch. Multiple operator positions can be established to meet the needs of single or multi-site operation.

TRACKING CALLS

Accurate Billing of clients' use of your telephone system is essential to the apportionment of costs and vital for retained profitability. Inter-Tel's suite of call-logging applications provide all the control and management statistics associated with any aspect of a shared office operation. Accurate management and client billing reports are provided in a flexible, user-friendly manner.

The powerful combination of the Inter-Tel telephone system and Callview, award winning Customer Relationship Management (CRM) software, offers exciting opportunities for Business Centres to streamline their clients services. Callview enables accurate identification of incoming callers which can 'screen pop' a scripted greeting automatically. The wide range of Callview modules can even provide Customer Service Level (CSL) information to be sent automatically via an e-mail or even to your WAP compatible mobile phone.

COMMUNICATIONS ON THE MOVE

Inter-Tel's digital cordless telephones provide many significant benefits for users. One benefit is obvious as soon as you see them - crystal clear communication everytime. Another benefit is the ability to take a call in one office then move between rooms, units or even out into your car to find the information the caller requires. All this without having to put the caller on hold or call them back.

OPEN ALL HOURS

Even when tenants have left for the day the Inter-Tel Axxess can keep their office communications up and running. Tenants individual Direct Dial In (DDI) number can be directed to a voice mail box out of hours - giving a wide range of message delivery options which can be changed at any time remotely by the tenant. The Inter-Tel Voice Mail system can even be set up to forward important calls to either a mobile or a home number. Messages left may be collected from the system from anywhere in the world, 24 hours a day, 365 days a year.

ASSURED SERVICE

With over 500,000 systems installed world-wide and a national sales and maintenance organisation available to all our customers Inter-Tel can deliver flexible and sophisticated solutions which bring real benefits to your business centre.

FOR MORE INFORMATION ON
INTER-TEL EUROPE AND THE SERVICES
WE OFFER PLEASE CONTACT US:



INTER-TEL EUROPE LIMITED
2260 KETTERING PARKWAY KETTERING
NORTHAMPTONSHIRE NN15 6XR
UNITED KINGDOM

TEL: **+44(0)116 290 3000**
FAX: **+44(0)116 290 3001**
E-MAIL: **info@inter-teleurope.com**
WEB: **www.inter-teleurope.com**