

## EASE THE BUYING PROCESS WITH EASY COMMUNICATIONS

In today's fast paced housing market, reliable, flexible and efficient communications are vital to ensure that both buyers and sellers are kept informed to smoothly progress through the buying process. Toshiba's Strata CIX solutions will ensure that you can communicate effectively with all of your customers, ensuring they have all the information they need to secure the sale.

Whatever the size of your organisation, Toshiba's cost-effective Strata CIX solutions provide maximum flexibility, maximum reliability and maximum functionality. Allowing you to take advantage of Internet Protocol (IP) telephony when it's right for your company, you will also be able to implement remote or mobile working, advanced messaging and call routing solutions, and networking to improve the way that your people communicate, work and collaborate.

### **Toshiba's Strata CIX solutions allow:**

- » Buyers and sellers to get through to who they need, when they need to.
- » Employees to focus on key projects when necessary, without interruption.
- » Operators to quickly see who is on the phone, in Do Not Disturb (DND) mode or able to take a call.
- » Secure and efficient recording of incoming and outgoing calls to ensure accuracy of information.
- » Staff to be contactable and productive, regardless of their location.
- » VIP calls to be recognised and dealt with as quickly and efficiently as possible.



## Key benefits:

- » Flexible and secure call recording solutions for quality control, validation of key information communicated, etc.
- » Secure voicemail solutions ensuring that messages always get through to the right person at the right time.
- » Unified messaging allowing voicemail messages, e-mails and faxes to be collected from one central location.
- » Personalised voicemail greetings with automatic scheduling to ensure that callers know if you are on the phone, out of the office or away from your desk.
- » Flexible call routing solutions ensuring calls are answered as quickly as possible.
- » Direct Dial-In (DDI) numbers allow buyers and sellers to directly call the person they need.
- » VIP call recognition and priority queuing ensuring that the most important calls always get through as quickly as possible.
- » Busy Lamp Field (BLF) allows anyone taking a call to see who is on the phone, in Do Not Disturb (DND) mode or available to take a call.
- » Call management to see how many calls have been made, received, missed, etc.
- » Personal and system speed dials with on-screen directory dialling to improve efficiency and productivity.
- » 8 party conference calling, eliminating the need for external facilities.
- » Remote and mobile solutions, allowing employees to be effectively reached wherever they are located.
- » Flexible solutions, allowing you to implement new technology such as IP telephony when it's right for your business.
- » Advanced networking solutions allowing maximum functionality and integration across multiple sites.

## Internet Protocol (IP) telephony

Toshiba's Strata CIX communication platforms allow you to implement IP telephony when it's right for your business. Toshiba's IP solutions provide maximum security, and provide organisations with key operational benefits, such as:

- » More flexible working options for your employees with remote or mobile working.
- » Reduce operating costs with a converged network, allowing voice to 'ride-for-free' over existing networks between sites.
- » Remove obstacles to growth with easy addition of more lines and extensions.
- » Quick and easy integration of remote or temporary sites and/or staff.
- » Flexible IP-QSig configuration providing feature transparency across branch office locations.
- » Feature-rich IP end-points, including one with a separate analogue line allowing users to call out in the event of network failure, and emergency services to be dialled from the users exact location.

For more information on how Toshiba's solutions can help your professional organisation, contact us using the details below.

