



*Improving your image
and customer satisfaction
through **CLOUD PBX***



COMSOURCE

1300 882 896
info@comsource.com.au

Cloud PBX will improve your company's image



When you're able to shorten the waiting time for a caller to reach your reception (or a specific desk) you will improve your customers' satisfaction. None of your customers, partners or providers will ever feel frustrated or left behind if they know they can always speak to someone when they call your company.

More than just welcoming callers with a greeting and putting them on hold, a Cloud PBX system will interact with them. The callers can follow the instructions and respond by pressing buttons on their telephone keypad.

Cloud PBX systems allow you to determine how incoming calls are handled, typically with a welcome message containing a menu of options for the caller to choose from. Here's just a few of the benefits:

- Increase customer satisfaction by connecting them to the department they need the first time
- Increase team productivity by decreasing time spent speaking to customers that would be better served by a different department
- Eliminate the need for a receptionist to direct calls to the appropriate department or team member
- Route calls based on business and after-hours schedules, as well as location
- Manager call routing and make changes within minutes
- Create employee groups (also known as Hunt Groups) to receive calls routed from specific numbers, based on the time of day or call volume
- Route calls to alternative numbers, mobile devices, or to voicemail based on customizable schedules
- Businesses of all sizes and industries will benefit from implementing Advanced Call Routing.

Increase Customer Experience by responding promptly - no more busy tones.

Your call volumes can grow faster than your head count. The system will handle multiple calls at the same time without the callers noticing there are other people on the line. When you couple Cloud PBX with call transfer and voicemail features, you're guaranteed for success. No call will ever be missed.

Cloud PBX is working for you 24/7.

People can call at any time, your Cloud PBX system will respond at any time day or night. Anyone who wants information that you have pre-recorded will have it right away, even when your offices are closed. You can configure your Cloud PBX system to provide different information based on the time of the call, even to take orders via voicemail functions.

Cloud PBX allows you to appear bigger than you are.

Cloud PBX will help make your company look bigger and more professional. If you have a startup and a limited workforce it doesn't mean you need to project the same image to the market. Imagine a workforce of two people - you can still portray your company as big with a Cloud PBX. Do this by mapping four departments such as Accounts, Sales, Operations, and Support in your Cloud PBX. The same two people will pick up calls for all the four departments making it appear that your company has a larger workforce. Moreover, the customised welcome greeting (included with Comsource Cloud PBX) portrays the most professional image of your company.

Contact us on 1300 882 896 to find out more about Cloud PBX and how we can help improve your business.