

HOSTED VOICE AND MOBILE FOR ESTATE AGENTS



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As an estate agent, you need a reliable telephony system to ensure you hit your sales targets. In such a competitive industry calls need to be put through quickly in order to secure a sale. Reliable telephony is crucial in most sectors, however in such a sales driven sector this is even more important.

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THE CHALLENGE

Estate agencies have multiple pressures to contend with on a daily basis, therefore the telephony system you use must be up to the challenge.

Quick and clear communication

The process of buying, renting and selling property requires quick and clear communication. With buyers and tenants frantically searching for properties, a missed call could mean a missed opportunity. Likewise, a seller not being able to make immediate contact may be lost to your competition, impacting on your profit.

If you are a large agency that form part of a chain, you will rely on a central portal to control the call plans of all offices. Similarly if your agency has multiple office locations, your telephony system must allow clients to get through to the correct office quickly. This is a crucial requirement to stay ahead of the competition.

Call Recording on the move

Call recording is essential for you as a mis-heard quote or fee could cause long delays in the buying process and directly impact your profits.

As you are often out of the office at appointments and viewings, your agents must be able to make and take calls whilst on the move. This flexibility means that you are able to work as efficiently as possible to secure your sales.

THE SOLUTION IS HOSTED VOIP

- 🎯 **Features you can easily control** – Hosted VoIP puts you in complete control of your phone system and comes with an extensive range of call handling and management features, all operated through an easy-to-use web interface.
- 🎯 **On-demand service with no hidden costs** – It's hosted on your behalf, you only pay for what you need on a simple per-seat basis. As you're not buying a PBX, there's no major hardware investment and no financing costs to consider.
- 🎯 **Call reporting** - Given the nature of estate agencies, tracking calls and viewing time allocated to specific buyers is vital. Call reporting will enable you to generate reports on time spent on the phone, and to which customers/clients. Then, when required, the call reports can enable managers to view how long agents have been on the phone for.
- 🎯 **Call recording** – Estate agencies often have a requirement for call recording as they are often dealing with large quantities of money, and a mis-heard quote or fee could cost thousands of pounds. There are many options for call recording, all providing control over what is being recorded, and when.
- 🎯 **One portal** – Many estate agencies operate out of a central office but have a number of satellite offices around the area. Hosted VoIP is administrated centrally, so an administrator can control the call plan of all offices via one portal remotely.
- 🎯 **A business continuity solution** - Unexpected events such as snow, floods, strikes or utility roadworks won't disrupt your agency. Because Hosted VoIP is in the cloud, the service provides business continuity features that allow your agency to carry on making and taking calls.
- 🎯 **Quality** - Call quality, as with any communication system, is dependent on the underlying connection available. Our Ethernet or Broadband products deliver great voice quality and are underpinned by stringent service level agreements.
- 🎯 **Suitable for any sized estate agent** – Hosted VoIP is suitable for all estate agents and is particularly effective with multiple site operations working together. It's also capable of serving hundreds of employees.

CONNECT - TAKE YOUR OFFICE COMMUNICATIONS MOBILE

As many employees are in and out of the office, at meetings with clients or viewings being effective and productive is vital. The solution is not to give them a mobile and a laptop, it's about giving them access to the right tools, the right information and the right contacts, everything they need to work.

Connect enhances the features, security and control of your office Hosted VoIP solution with seamless integration into your mobile. It offers voice and mobile capability throughout your agency regardless of your employees location.

Here's the key features:

Review all business call data and call recording from a single portal, regardless of device, location or number.

- ⊙ Improve customer experience by always being available.
- ⊙ Dynamically choose to present your office (user DDI, site number) or mobile number for all outbound mobile calls.
- ⊙ Receive all voicemails across all devices into one mailbox.
- ⊙ Extend your inbound call routing to all devices, including mobiles.
- ⊙ Maintain constant access to your company directory. Dial internal extensions from any location using your mobile phone.

Unified Communications

Helping your staff to work smarter with a Unified Communications solution and you'll gain the benefits:

- ⊙ Higher productivity and responsiveness.
- ⊙ Increased employee morale and engagement.
- ⊙ Improved collaboration, enabling new ideas and faster decisions.
- ⊙ Better customer experience, encouraging loyalty and referrals.
- ⊙ Lower risks of security breaches and loss of valuable information.
- ⊙ Lower operational costs.

With Windsor Telecom, not only can you move your communications to a hosted voice solution but you can also adopt a business mobile solution too.

To discuss how it will work for your agency, get in touch.

SPEAK TO OUR EXPERT TEAM NOW - **CALL FREE ON 0800 180 4290**



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