



ANSWERING THE CALL:
THE IMPORTANCE OF ALWAYS BEING CONNECTED



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The telephone system is undoubtedly the lifeblood of your recruitment agency. Contact with candidates and clients is what drives your agency forward, therefore your chosen system must be reliable and offer the features required to operate as efficiently as possible.

Internet telephony is fast becoming the number one choice for businesses due to its reliability and high quality communication.

Business VoIP solutions can save you both time and money, as it is easily installed and, if you already have a reliable internet connection, it can be very cost effective to run. When combined with other internet based communication technology it can completely revolutionise the way you connect with your clients.

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THE CHALLENGE

Not only are high quality features required but the system must be resilient and have a disaster recovery plan in place.

Quick and clear communication

Time is money for recruitment consultants and one thing you simply cannot operate without is a phone. In such a competitive industry every edge counts so having a sophisticated telephony system is essential. Often tracking the quantity and type of calls made can be tricky.

With all of these outbound calls, call costs can be high too. Plus, when meeting candidates and in interviews the consultants will inevitably miss calls, a quick response is important as often candidates can be placed for the same role by different agencies, so it literally can be a race to place the top talent.

Call analytics

Call reporting is a necessity in an industry so heavily driven by sales targets, efficiency needs to be monitored to ensure day-to-day operations are seamless and profits maximised.

Consultants will not always be based in the office, however calls still need to be connected wherever they are located. Flexibility is a must in the telephony system as well as a host of features to ensure the agents can work as effectively as possible.

THE SOLUTION IS HOSTED VOIP

- ⊙ **Save on support costs** - With an administration interface that allows administrators to easily perform adds, moves and changes.
- ⊙ **Call reporting tool** – You can keep a check on staff productivity and then apply necessary training or call routing adjustments where necessary.
- ⊙ **Call recording** - For the purpose of quality monitoring and training.
- ⊙ **Smartphone app** - The consultant is able to make and receive calls wherever they have 3G/4G/WiFi. This means they can be contacted wherever they are and can be accessed using one number – their Hosted VoIP DDI.
- ⊙ **Music and messages on hold** - Give your candidates and clients a professional image while they're waiting for their calls to be answered.
- ⊙ **Suitable for any sized recruitment agency** – Hosted VoIP is suitable for all recruitment agencies and is particularly effective with multiple site operations working together. It's also capable of serving hundreds of employees.
- ⊙ **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.
- ⊙ **A business continuity solution** - Unexpected events such as snow, floods, strikes or utility roadworks won't disrupt your recruitment agency. Because Hosted VoIP is in the cloud, the service provides business continuity features that allow you to carry on making and taking calls, whatever the circumstances.
- ⊙ **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.

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 recruitment agency, get in touch.

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



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numbers you can count on™