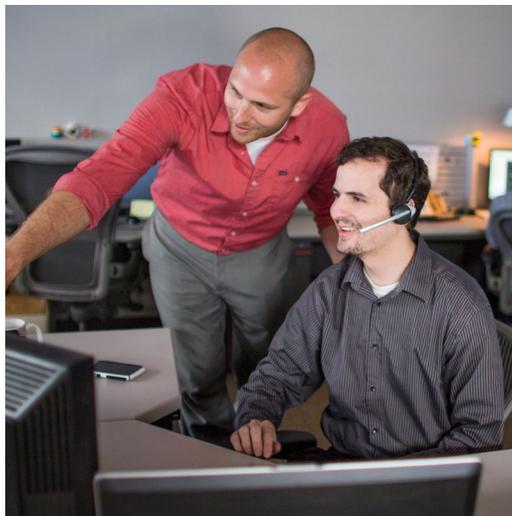


# Experience the Benefits of Mitel Phone Systems



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# Experience the Benefits of Mitel Phone Systems

Your Call and Contact Center stands at the forefront of customer service. When your customers call, are they guaranteed a quality experience? A Call and Contact Center that's riddled with problems can lead to unhappy customers and ultimately, lost revenue. This is where we can help. Through our partnership with Mitel – the world's largest hosted provider and leader for enterprise Unified Communications – we provide businesses with custom phone systems and solutions that optimize communication in call center operations.

For your business to maximize its potential, having reliable customer service is a must. If you're ready to relieve your staff of overwhelming and ineffective customer interactions, make the switch to Mitel phone systems.

# Manage Calls Efficiently with MiContact Center Solutions

One of the features of Mitel phone systems is the MiContact Center. This communication tool allows proactive management of customer calls and streamlines operations. With MiContact Center solutions, you're able to receive real-time reporting and notifications. This gives you an overview of everything happening in your Call Center at any given time. Mitel phone systems allow you to view callers in the waiting queue, see calls in progress, monitor calls of other agents, and step into ongoing calls as needed. With real-time reporting capabilities, you're able to spot and



address inefficiencies and identify high-performing agents. Mitel phone systems help you make data-driven decisions that can improve your Call Center operations.

Mitel phone systems also include customer self-service tools that empower customers to solve their issues quickly. Easing the

burden on your contact center agents, this feature addresses low-level issues that don't necessarily need human interaction to be solved. Forums for FAQs (frequently asked

## Did you know?

80% of complaints received by an organization are likely to have poor communication as their root cause. Up to 70% of the customers who complain to you will do business with you again if you resolve their problem.

– *customerservicemanager.com*

questions) and troubleshooting pages can help customers get instant answers to their questions – which in turn can lead to cut spending and more cost-effective processes.

Call routing is also possible with Mitel phone systems. Routing each of your customers' calls to the most relevant and appropriate call center agent is critical for any business. Mitel phone systems make sure that callers are connected to an agent that is most capable of answering their questions and meeting their needs.

## Increase Flexibility and Improve Performance

Your agents are no longer limited to providing customer service solely through a phone connection. With our comprehensive Call Center solutions, your employees can reach more clients and provide greater support whether it's through email, social media, online chat, or other multimedia communication channels.

A successful Call and Contact Center can manage a higher volume of calls while reducing the number of customers on hold – and with Mitel phone systems and solutions, you're able to do just that.

## Build Customer Relationships That Last

By upgrading to Mitel phone systems, you equip your employees with secure communications tools that help them reach their peak performance.

Strong business communication is the key to building customer relationships and growing customer loyalty. Unify your communications with Mitel phone systems and allow your Call Center agents to reach the productivity level they are capable of.



“Equip your employees with secure communications tools that help them reach their peak performance...”

Your customers' satisfaction is one of your top priorities. Don't let outdated phone systems and an

inefficient communications infrastructure get in the way of delivering great service to your clients. Let technology boost your productivity and drive revenue. When choosing

PavelComm as your IT partner, you receive industry-leading services to advance your office communication.

## **Choose PavelComm as Your Business Communications Provider**

Through our partnership with Mitel, you receive custom IT solutions that work around your needs. Drive revenue, increase employee productivity and grow your business with the benefits of Mitel phone systems.



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## **Get In Touch**

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