



➔ CASE STUDY: Waveney District Council

➔ A ProcessFlows voice solution at Waveney District Council hails Unified Messaging improvements for staff and residents

Waveney District Council, based in Lowestoft, aims to consistently provide high quality, customer-driven services which meet the needs of local communities and residents, and this requires good communications. By incorporating Unified Messaging as part of their IT strategy, staff and residents are reaping the rewards of better communication.

An ageing voicemail platform needed to be replaced

Waveney District Council needed to source a replacement for its ageing voicemail platform which could also accommodate the needs of the growing number of staff who worked remotely – either at home, in other offices or in the community.

It was important to find a flexible solution that would both integrate with Novell GroupWise and meet the full requirements of the council, in terms of budget, flexibility and service.

It was also essential to choose a switch independent solution, as the council intended to replace their existing Siemens TDM platform with an IP switch further down the line.

CX-E (formerly CallXpress) met the criteria

Following consultation, ProcessFlows recommended AVST's CX-E (formerly CallXpress) unified messaging solution. CX-E met the council's requirements for:

- An all-in-one solution which delivered call processing, voice mail, unified messaging, fax, SMS, speech and notification
- Could flexibly be integrated with Microsoft Exchange, Lotus Notes and Novell GroupWise

The council wanted to optimise the functionality of CX-E's auto attendant so that each member of staff can personalise their voice mail menu in order to provide more detailed information and therefore increase the service level for residents.

Migration to VoIP

ProcessFlows worked with Waveney to migrate CX-E into an IP environment, utilising a Mitel platform. IP immediately provided more flexibility to staff, who are able to change their voice mail settings from any web enabled device.

Benefits

The Revenues and Benefits teams, who experience heavy communication traffic from the public, find the unified messaging capabilities of CX-E a great help in maintaining service level targets. Remote working is now easy as staff no longer have to be at their desk to be effective.

➔ For more information, please email sales@processflows.co.uk or contact **ProcessFlows**, Gateway House, Tollgate, Chandlers Ford, Southampton, SO53 3TG
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