



comms news summer 05

from Datasharp Telecom

A Phoney Summer



“Summers baint what they ussd to be, dearie!”

Well, that's as maybe, but summer holidays certainly have changed. They make more and more demands on management, staff and 'phone systems.

Apart from employing temps, working overtime and handing out extra tasks to the 'skeleton' staff, how can telecoms play a part in managing the situation ?

- 1) Managers can reduce absences from the office by holding conference calls instead of travelling to attend meetings. This link can be visual via Video or with sound only on Audio.
- 2) Important telephone conversations can be 'minuted' on a call recording system so that details are available for consideration at a convenient time.
- 3) An auto-attendant can be switched on as a stand-in Receptionist.
- 4) If your system has ISDN lines and you have not already installed Direct Dial In numbers, these would help considerably

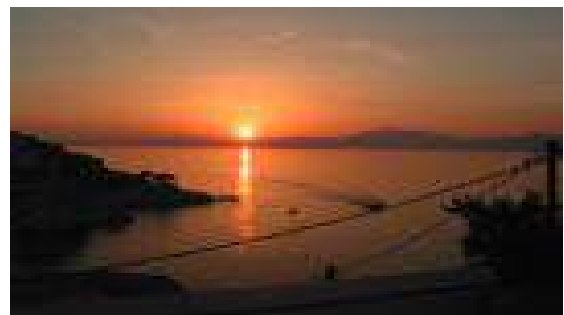
by directing calls straight to the target person.

5) Voicemail can take some of the workload although messages still have to be reviewed and prioritised.

6) A Call Management system will tell you where the peaks and troughs of telephone traffic occur during the day so that existing staff can be on hand at critical times.

7) DECT (cordless) phones will certainly help by allowing people to take calls on the move in the building or factory. They make life so much easier because Reception can locate people and avoid having to put callers on hold indefinitely while she/he tries to find them. Cordless headsets are a useful add-on in this situation.

8) If you use a suitable database (GoldMine, Outlook etc), valuable time and money can be saved by linking the phone system to the database in order to give one-click dial-out and screen-pop.



. . . and if your present telephone system cannot cope with holidays, you can send it on indefinite leave and contact Datasharp. We'll help you find the solution which will give you peace of mind.....

Stop Press !

Nortel Networks have just launched the **BCM50** (BCM=Business Communications Manager). With a capacity for 12, 28 or 44 extensions, this 'office in a box' is aimed at the smaller business or branch office of multi-site company.



Good news for existing BT Norstar users who can keep costs down by retaining existing Norstar phones when upgrading to the BCM50. For larger businesses the BCM400 supports up to 160 users.

And for more good news prices start at just £1200 plus installation for a 12 extension system with 8 voicemail boxes.

All the business applications are built in and can be switched on if and when required on a per user basis. These include:

- Unified messaging
- Personal call manager
- Fax messaging
- Call centre working
- Remote working
- Inter-site working

The BCM comes 'IP enabled' so you can take advantage when BT rolls out their IP Network. You can even use IP phones on your Local Area Network (LAN)

Yes, we do plug Voice Recording!

There is going to come a time when legislation catches up with business and comes down hard on companies dealing with legal and contractual matters who keep no recording of telephone conversations.

Even if you are not obliged to use a recording system, it makes sense to be able to retrieve conversations so that you have proof of what was said by both parties.

Call us. We can help.

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