



Proven Solutions for Education

A CLASS ABOVE THE REST

The education sector requires reliable communications solutions to create an effective and safe environment, as well as to improve the way students, parents, educators and administrators communicate and function. Academic institutions use Inter-Tel solutions to improve the safety of classrooms and campuses; institute interactive learning programs; enhance student, parent and community relations; and streamline areas such as course registration and fees payments.

Additionally, as a Managed Services provider, Inter-Tel offers many services designed to address all of your communications requirements, including: local and long distance services; Internet connectivity; facilities management; custom development services; system training; technology consulting and more.

Inter-Tel can assist education administrators in their endeavors to:

- Increase security in classrooms
- Enhance parent and teacher relations
- Enable new methods of communication
- Improve overall efficiency while reducing costs
- Facilitate mobility in a campus environment
- Invest in a communications solution that is scalable and flexible



■ **FIND INSIDE**
Applications Platform: IVR
Inter-Tel Advanced Communications Platform
Enterprise® Conferencing





Outreach Tools

With budget and funding cutbacks, academic institutions need to find ways to reduce operating expenses, while still providing students and parents with convenient services and access to information 24/7.

Solution: Implement flexible **Interactive Voice Response (IVR)** solutions customized to address your unique needs

Applications Platform: IVR is a flexible platform that supports customized applications, which can help your education institution reduce personnel costs by automating functions such as: call routing to the appropriate department or student; class registration; course fee payment; transcript requests; ticket purchasing and more. Inter-Tel's IVR solutions can also automatically deliver important messages to parents, students, teachers, transportation employees and others—enhancing communication and streamlining your operations.

Additionally, the platform can be tailored to provide speech-enabled solutions such as Automatic Speech Recognition, Text-to-Speech and Biometric Speaker Verification.

Inter-Tel's IVR solutions can enable **Primary and Secondary schools** to:

- Send outbound messages to parents notifying them of student absenteeism—increasing parent awareness and deterring student absences
- Increase fundraising results by informing parents and volunteers of pledge drives, auctions, product sales, etc.
- Permit students and the community to conveniently call in and purchase tickets for school and athletic events—streamlining office operations
- Automatically deliver important inbound or outbound messages such as school closings, field trip permissions, special events, etc.—increasing your outreach to the parent community
- Implement grade and homework hotlines—strengthening parent awareness and student participation

Inter-Tel's IVR solutions can enable **Colleges and Universities** to streamline operations and provide convenient services to students, faculty, staff and the community including the ability to:

- Register for courses, drop/add classes, make payments, access grade information and more
- Check the status of admission applications, request transcripts, verify tuition receipt, financial aid approval, etc.
- Purchase athletic or event tickets
- Access a student or department phone directory—immediately connecting to the appropriate person or group
- Implement a job screening program for open positions in which applicants call in and answer a series of pre-qualifying questions—streamlining human resources processes



WHAT THEY SAY

"We are very pleased with our Inter-Tel communications system and with the service we are receiving... The Inter-Tel system has provided voice mail consistency for all employees in the district, as well as a strong set of features that everyone can use."

*—Bill Wood, Interim Superintendent,
Franklin City School District, Franklin, OH*



Collaboration Solutions

Academic institutions require a reliable communications solution that enables them to connect school districts or campuses together—for better collaboration and to reduce communication costs. They need a communications system that is capable of addressing classroom safety issues, enhancing parent/teacher/student relations and reducing administration costs.

Solution: Implement a full-featured communications system that addresses your unique challenges

Inter-Tel's **Advanced Communications Platform** offers education administrators a centralized, cost-effective system capable of connecting multiple locations together to reduce communications costs and streamline operations. Inter-Tel's converged system offers a variety of wireless, IP and digital phones to implement in the classroom, increasing security and enabling teachers to call back parents in a timely manner. Voice mailboxes enable users to easily retrieve messages—eliminating the need for a secretary to physically take messages.

Inter-Tel's Advanced Communications Platform can enable your learning institution to:

- Reduce toll charges by seamlessly networking locations together
- Increase security and mobility by implementing wireless, IP or digital phones in the classroom
- Improve parent/teacher relations through voice mail and classroom phones
- Set Do-Not-Disturb (DND) messages on classroom phones to reduce distractions while class is in session—sending calls straight to voice mail
- Record conversations for peace of mind or for later reference

Administrators and educators need to collaborate in real-time with school board members, teachers and employees. They require a low-cost, secure solution that addresses the challenges of communicating with displaced resources.

Solution: Create a real-time environment that facilitates learning and exchange of important information

Enterprise® Conferencing software is a cost-effective audioconferencing and Web presentation solution designed to address your real-time communication needs. With the personal touch of Web-presentation capabilities, administrators can immediately relay new regulations and procedures; upcoming events; crisis management plans; and budget information to key personnel such as employees and faculty.

Inter-Tel's Enterprise Conferencing solution provides many practical uses including:

- Conveniently present information in real-time to dispersed resources—reducing travel expenses and improving group synergy and communications
- Quickly conference key personnel when emergency situations or important matters occur
- Record conferences for security and quality assurance purposes



“The best benefit we have received with our Inter-Tel communications system is the increased accessibility between our parents and teachers...By having phones in all classrooms, teachers can easily retrieve their messages and return the calls. The classroom phones provide our staff, parents and students with peace of mind, knowing that our teachers can pick up the phone and communicate with the office at any time.”

—Bill Koulouriotis, Director of Technology, Webster Groves School District, St. Louis, MO



ADDITIONAL ENHANCED LEARNING SOLUTIONS FROM INTER-TEL

Inter-Tel offers numerous other communications solutions required by academic institutions—streamlining classroom and office operations.

Inter-Tel's cost-effective, flexible solutions can help learning institutions:

- Facilitate distance learning with **videoconferencing solutions**
- Implement school bells, clocks and intercom speakers
- Streamline office operations by **unifying messages** such as voice mails, faxes and e-mails—for a consolidated view of important messages
- View availability of teachers, staff and departments and process calls quickly via touch screen, mouse or keyboard using **attendant software**



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Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Specifications are subject to change without notice. Some features may require additional hardware and/or specific software.

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