Proven Solutions for Manufacturing

EFFICIENCY IS IMPERATIVE

The manufacturing sector faces many challenges in today's economy. Improving time-to-market; reducing operational costs; effective training and safety; and ensuring that employees, customers, distributors and suppliers around the globe remain synchronized are imperative to maintaining an efficient productivity schedule. Inter-Tel offers flexible communications solutions for manufacturers that streamline business operations, improve collaboration and enhance customer service levels.

Inter-Tel offers a wide range of solutions that can enable your business to:

- Always be available to communicate with customers, suppliers and team members when away from the office
- Increase customer loyalty and service
- Differentiate from the competition
- Make effective decisions based on historical and real-time data
- Facilitate the mobility of on-the-go staff such as warehouse and plant employees

FIND INSIDE

Enterprise® Conferencing
Wireless Solutions
Applications Platform: IVR
Call Center Suite

Employee Collaboration Tools

Often employees need to present information and collaborate in real-time with fellow coworkers, distributors and customers. They require a cost-effective, secure solution that enhances the way they do business and reduces the nuisance and costs associated with an outside conference service provider.

Solution: Create a real-time enterprise environment—connecting your business to dispersed employees, customers and suppliers

Enterprise® Conferencing is a cost-effective, in-house, audioconferencing and Web collaboration tool. Featuring an intuitive, browser-based control interface, employees can create and manage conferences, meetings and training sessions with ease. Call leaders can show documents and presentations to participants, send e-mail invitations containing dial-in numbers and record sessions for future access.

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

- Quickly conference customers when schedules or product development change
- Simultaneously view presentations, spreadsheets and other business documents with conference participates
- Keep distributed sales forces and employees informed of the latest product and service offerings, company information, policies and procedures, or upcoming events
- Automatically e-mail an invitation to participants providing the access code, dial-in number, links to presentations, date and time of session, etc.
- Set up billing or project codes associated with any call for accurate client billing

Today's manufacturing professional is constantly on the move—whether in the office, in the warehouse or on the production floor. Employees need to be available to attend to business matters and customers no matter where they are.

Solution: Provide employees with the tools they need to manage operations from anywhere

Inter-Tel Model 8524, Model 8525, Model 8664 and Model 8665 wireless solutions enable mobile employees to receive and initiate communications while on the go for improved business operations and responsiveness to customers. These durable wireless endpoints enable your employees to access the features of the Inter-Tel platform, such as hold, transfer, conference and more, as well as access voice mail.

Inter-Tel's flexible wireless phones enable your employees to:

- Receive and initiate calls while mobile within the warehouse, factory or other facilities
- Decrease production delays by connecting mobile supervisors to staff, customers, vendors and maintenance personnel
- Offer faster, more accurate order processing by keeping personnel connected in real-time
- Address demanding environmental requirements with durable, industrial-grade wireless endpoints

WHAT THEY SAY

"The Inter-Tel wireless phones have become very crucial in our company and the fact that they're integrated into the phone system. So, if someone gets up from their desk, and needs to go around the campus into different production areas, they can forward their extension from their desk phone to their wireless phone and virtually deal with all of their customer calls."

–Disa Gause, Accounting Manager, Anthony International, Los Angeles, CA

Business Operations Solutions

Many businesses receive and process a high volume of calls, which is time consuming for busy office staff who have other responsibilities to attend to. Customers are often frustrated when they have to wait on hold or cannot easily get through to the right department or person—especially after hours.

Solution: Implement a flexible Interactive Voice Response (IVR) application tailored to address your unique business needs

Applications Platform: IVR is a flexible platform that supports customized applications, which are designed to solve your challenges, such as automating call routing to the appropriate person or department, providing a convenient way to order products or communicating company information. Implementing an IVR application enables callers to access the information or services they need without tying up your staff. An IVR can ask callers questions, prompting them to enter or speak information that help route their calls to the information they have requested or to a live representative.

Inter-Tel's Applications Platform: IVR can enable your business to:

- Increase employee productivity by eliminating the need for administrative staff to answer repetitive questions or process routine calls
- Provide your customers with 24/7 access to information and services
- Reduce the need to add customer support staff for peak hours
- Route calls to the appropriate personnel or department

Manufacturers often implement workgroups or call centers responsible for sales, service and support. Supervisors and managers require insightful tools that enable them to analyze call statistics and employee performance for improved operations and customer service.

Solution: Optimize employee performance and increase customer care by leveraging real-time and historical reporting tools

Call Center Suite is a collection of productivity management solutions, agent and workgroup tools, and call logging and recording solutions. This collection of flexible tools provides the key call statistics you need to gauge employee and operational performance. Managers can even access real-time statistics via any Web browser if they're out of the office, as well as monitor agent activity and availability—for a more productive and streamlined call center or workgroup.

Inter-Tel's Call Center Suite helps your business:

- Increase employee productivity and facilitate exceptional customer service with real-time extension, agent and key group performance statistics
- Improve business operations and performance by reviewing historical reports for analysis and forecasting
- Minimize revenue loss by reviewing unreturned, abandoned calls for business recovery
- Handle calls efficiently and promptly by automatically screen popping vital customer information
- Improve training and enhance quality assurance efforts with silent monitor and recording capabilities

"The savings in our toll and long-distance charges have been significant, and the fact that we experienced such a high ROI so quickly further validates our decision to deploy Voice over IP. Most importantly, the solution–combining applications, hardware and wireless–makes us a more responsive and efficient company, which in our business, is the foundation for success."
–Bill Freund, Information Technology Manager, Draexlmaier Automotive of America, Duncan, SC

ADDITIONAL BUSINESS PRODUCTIVITY SOLUTIONS FROM INTER-TEL

Inter-Tel offers numerous communications solutions for manufacturers designed to reduce expenses, improve customer service and enhance employee productivity.

Inter-Tel's cost-effective, flexible solutions can enable your business to:

- Seamlessly connect facilities or staff members who work from home via **networking, Internet Protocol (IP)** and/or **videoconferencing solutions**
- Efficiently process incoming calls and eliminate paging with front office **attendant solutions**
- **Unify messages** such as voice mails, faxes and e-mails, for a consolidated view of important messages
- Instantly respond to critical business matters using secure **instant messaging**

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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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