



Powerful communications and answering to all questions

INTRO

The public transportation company JGSP from Novi Sad has a very long tradition in transporting people all around the city of Novi Sad and cross country since 1868. Urbanization has always been an imperative for this client, therefore following transportation technology development, over many years JGSP had to follow technology development in the field of communication as well.

For such an organization to work properly the choice of the right solution for communication and information exchange was of imperative. Stable and agile system to pickup all calls, contact center powerful enough to provide the passengers with minimum or none on-hold time and to provide all the information required by callers.

CASE STUDY

STATS

- cca 400 employees
- 2 geographically separated locations
- 5 agents contact center
- Cross country travel routes

TECHNOLOGY NEEDS

- IP infrastructure
- Hybrid environment
- One point of control
- 2 separated locations connected in one networking system
- Mix of TDM and SIP connections to PSTN
- Contact Center with detailed reports and pre-developed call distribution

PRODUCTS UTILIZED

- Unify OpenScape Business X8
- Unify OpenScape Business Contact Center
- OpenStage and OpenScape Desk enterprise level IP and digital telephones