

Case Study

Adding value to IP with messaging and call distribution software

When Aston University replaced its aging telephone system with an IP infrastructure, Information Systems staff took the opportunity to add voicemail facilities so that messages could be left for the university's 1200 staff when they were unavailable to take calls. Another requirement was to cater for out-of-hours calls into their main switchboard number when receptionists were off duty.

Founded in 1895 and a University since 1966, Aston is a long established research-led establishment known for its world-class teaching quality and strong links to industry, government and commerce.

Aston is well known for its graduate employability record, thanks to its professionally and vocationally relevant courses, placement years and outstanding careers service.

The University is based in the centre of Birmingham, one of Europe's liveliest and most welcoming cities and home to over 50,000 students. Its friendly and safe 40 acre campus houses all the University's academic, social and accommodation facilities. A £215m project is currently underway to further enhance the campus.

Aston University has a clear vision of its future and feels well prepared for the challenges which all universities will face over the coming years.



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We've used the TeleWare system for over 5 years and found it to be very reliable. Any initial teething problems were dealt with promptly and professionally.

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Trevor Bayliss
Network and Server Services Manager,
Aston University

TeleWare

The Solution

The University recognised that upgrading to a converged IP-based network for all its voice and data requirements provided a future-proofed platform that would enable it to take advantage of open-standards based applications from specialist third party suppliers.

The solution the University deployed included TeleWare Voicemail and Auto Attendant services integrated with a new network infrastructure based on Cisco CallManager.

Personalised Greetings Messages

Using TeleWare Voicemail, staff are able to record a daily greeting, giving callers an indication of their likely availability that day. An alternative 'absence' greeting can be set to play for a specified number of days to cover holidays, for example, with the system reverting to a default message where neither has been recorded.

Message notification

The arrival of new voicemail messages is indicated by the message lamp on the user's designated telephone extension.

Web Interface for Mailbox Management

A small number staff, typically those who receive high volumes of voice messages, access their mailbox and manage messages via a visual interface using the TeleWare Web Assistant browser-based application, whereas others access their messages through any convenient telephone.

Out-of-Hours Call Handling

A TeleWare Auto Attendant application ensures that all calls to the University's main published telephone number are answered promptly, even during times when no reception staff are available – for instance, when outside of normal working hours. Callers are given the normal opening hours and can hold to speak with site security staff. Auto Attendant services are also provided on a small group of other telephone numbers, giving callers the option to leave a message when calling outside normal working hours. Voice messages are held in a team mailbox for subsequent retrieval and action by a member of the admin staff.



The Benefits

TeleWare solutions fully integrate with and extend the functionality of the Aston University Cisco IP infrastructure.

Callers are able to leave a voice message when University staff are unavailable to take their call.

Staff are notified that they have messages via a message lamp on their allocated telephone handset.

Automated service ensures calls to the main University telephone number are always answered, even when switchboard staff are off duty.

TeleWare

TeleWare

TeleWare's telephony applications provide business communications solutions for mobility, personal contact management, messaging and call management solutions. Unparalleled interoperability enables seamless integration with a wide range of PBX and application vendors. A commitment to open standards ensures flexibility, freedom and choice.

TeleWare UK

TeleWare Plc
TeleWare House
York Road
Thirsk
North Yorkshire
YO7 3BX

Sales: + 44 (0) 1845 521250
HQ: +44 (0) 1845 526830
Email: enquiries@teleware.com

TeleWare Australia / New Zealand

TeleWare Australia
Level 40
140 William Street
Melbourne VIC 3000
Australia

Sales: + 61 3 9607 8490
Email: salesasiapacific@teleware.com

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