

SBX₂

Dial By Name



THE RIGHT PERSON, RIGHT AWAY

Make getting in touch with the right person as simple as spelling their name. The SBX₂ Dial by Name system lets callers bypass the operator and key in the name of the person they want to talk to, saving you money, time, and the frustration of playing phone tag.

PERSONAL AND PRACTICAL

Easy to Use

No extensions to memorize. No operator to wait on. All your caller has to do is key in a name using the telephone key pad to be connected to their contact.

Applications: Save on operator costs, reduce errors.

Easy to Update

Updating your Dial by Name directory is as simple as uploading a new spreadsheet to the SBX₂ system. You can even use the same directory for multiple languages!

Applications: Update frequently and quickly.

Improved Call Volume

The SBX₂ Dial by Name directory can handle up to eight calls simultaneously, greatly increasing the number of calls you can receive and manage each day.

Applications: Handle more calls, reduce cost per call.

Flexible Settings

With the SBX₂, you control the number of characters your caller needs to enter, the names that exist in your directory, and the personalized name prompts that play when calls connect.

Applications: Adjust for directory size and complexity, personalize caller experiences.

APPLICATION REQUIREMENTS

The application requirements are at least one of these:

- Analog Lines
- KSU
- PBX
- IP-PBX with media gateway.

YOU MAY ALSO BE INTERESTED IN

- Auto-attendant
- Information Lines
- Emergency Messaging System Override
- Failover for KSU/PBX/IP-PBX/VoiceMail system
- Call Center In Queue Announcements
- Music and Marketing-On-Hold
- Pre-Recorded Paging and Repetitive Announcements
- Priority Announcements
- Triggered Announcements
- Hotel Wake-Up call

