

The University of Lethbridge

USING THE XMU+ FOR INFORMATION LINES



Overview

The University of Lethbridge (U of L) is using an Intermedia XMU+ to provide ACD messaging and general information for the Library and Registrar's office. Expansions in the future will also provide library help desk information as well as other announcement and information line capabilities.

Problem

For years the University had been using an older Intermedia MMU and MLIP to provide general recorded announcements within their Nortel equipped call center. Although they were happy with the systems, they were not capable of handling the additional messaging the departments wanted to provide. The University considered expanding their voicemail system, but decided against it because of the frequent updates and associated personnel workload required to support it. The best solution was to replace the older Intermedia systems with a XMU+ that could provide all the messaging the departments needed, handle frequent updates and allow messages to be scheduled in advance.

Solution

The University installed an Intermedia XMU+ equipped with music/messaging-on-hold card which interfaces to their Nortel Option 81 PBX and Octel voice mail system. The XMU+ currently provides ACD announcements and general information for the Registrar's office and the University's library. From an expansion perspective, the University is thinking about leveraging the system to provide Help Desk services for the library as well as providing information and new messages to coincide with class changes and book requirements. The Registrar's office is also looking to add messaging for admissions and frequently asked questions. The XMU+ may also provide Pool and Recreation information for the Bell Fitness Center and upcoming sporting events such as soccer and hockey. By utilizing the system to support many departments, the University ensures infrastructure investment protection while greatly improving student services and information request response times.

Benefits

The University like many other customers have realized the true benefits of the XMU+. What began as an ACD requirement has evolved into a variety of messaging applications servicing a much larger user group within the University, and the number of applications continues to expand. Staff productivity has increased because messages can now be easily updated via a network or phone line connection without staff having to physically go to the XMU+ or a content provider each time a message changes. The XMU+ allows the U of L to be more responsive to their clients needs, providing general information to staff and students in a very user-friendly and reliable manner.

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The University of Lethbridge was founded in 1967 and has 3 locations in Alberta, Canada. Intermedia's XMU+ supports approximately 70,000 students and over 1000 staff members.

Please see <http://www.uleth.ca> for more information.

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