

# Buckinghamshire County Council

## USING THE XMU+ FOR CALL PROCESSING AND AUTO ATTENDANT



### Overview:

Always looking for ways to provide an even quicker and more efficient service to its ratepayers, Buckinghamshire County Council has recently installed a state-of-the-art Intermedia XMU+. This multi-functional auto attendant and call processing system is now handling large volumes of calls that would be impossible to respond to by live attendants alone.

### Problem:

As Buckinghamshire County's population expanded, the number of calls they received substantially increased, with calls occupying more and more of the attendants' time. They also realized their telephone system did not have sufficient capacity or functionality to meet the growing demand for information relating to school term dates, office opening hours and general queries.

### Solution:

The Council felt that installing an XMU+ call processing and auto attendant solution would provide callers with the information they needed, while enabling operators to provide better service to callers with more complex enquiries. The Council needed a dependable system that would provide them with a single platform to answer frequently asked questions, as well as provide call routing and music/messaging-on-hold. Paul Doré, Network manager for the Council said, "I was familiar with Intermedia and their reputation for quality digital voice announcement systems so I contacted them directly to ask their advice on the best solution to meet our growing needs."

The Council chose the Intermedia XMU+ because it was able to deliver the functionality the Council needed and it had the capability to be expanded as more features or lines were required. The XMU+ originally purchased by Buckinghamshire County Council was supplied with 8 ports and since then they have added a further 8 ports. The XMU+ is operating as a stand-alone unit interfacing with the Council's telephone system.

**"The XMU+ is part of an ongoing investment program being undertaken within our Modernising Government agenda. It is a cost effective system that enables a more productive use of our personnel."**

### Paul Doré Network Manager Buckinghamshire County

### Benefits:

The XMU+ offered Buckinghamshire County Council numerous benefits including call processing and auto attendant functionality. It enables the Council to create a time-and-date stamp that automatically activates messages for holidays and prescheduled events up to one year in advance. The XMU+ can play a specific message during peak hours to alert callers of extended waiting times or indicate when their call will be answered. In addition, it enables staff to be more productive.

### Buckinghamshire County Council:

Buckinghamshire County Council has been in existence for almost 115 years. They provide residents with information on County events, transportation issues, council meetings, environment issues, jobs and business services.

### Questions? Visit [www.intermedia.com](http://www.intermedia.com) or contact us at:

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