



AltiGen Case Study

The IP 710 is a fully-featured Voice Over Internet Protocol (VoIP) phone designed to empower the user

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Company Background

StaffTechs is an award-winning business that provides staff augmentation and outsourcing, based in Knoxville, Tennessee. Established in 1997, the Company specializes in recruiting and human resources (HR) services, combined with contracts and other business in governmental and commercial sectors. In addition, the Company provides non-contingent, long-term and temporary staff placements, temp-to-hire and direct-hire positions for various levels of skilled field employees for the Information Technology (IT) and Information Systems (IS) industries.



Situation

StaffTechs was in search of a product that allowed its employees to make telephone calls over a data network, such as the Internet. The product needed to be designed to empower the user and offer simple features. With the new system, users needed to have single button access to the usual phone features, such as voicemail, call recording, conferencing and transferring.

In addition, the product required long-term computer interface capabilities for the call center. Before the call is answered, StaffTechs needed a product that would provide pertinent information of the caller, such as caller identification (ID), time display and call timer, message waiting indicator, activity phone numbers, among others.

The management of the phone system needed to be a function of the IT department, as opposed to having an outside vendor come in every time the Company needed a configuration change or a new extension and voice mail added to the phone.

Solution

AltiGen is a leading manufacturer of Internet Protocol (IP) telephony and call center solutions.

The Internet Protocol 710 is a handset telephone, with a four-line, backlit liquid crystal display and is capable of displaying time, caller ID name and number, real-time call center workgroup statistics, do-not-disturb and call forwarding status. In addition, it can

be personalized with 15 backlit user-defined keys and can be setup for any combination of configurable features such as, but not limited to, speed-dialing, extension busy/ringing appearances, call appearances, line appearances and workgroup activity status.

Benefits

The IP 710 offers users simplistic features, with a single button access to personal and corporate speed dial lists, voicemail, activity and presence selection, greeting selections, call recording, call conferencing and transferring, as well as placing calls to employees in other countries.

The product is compatible with third party hands free headsets using AltiGen's dedicated headset answering button and amplified industry standard RJ9 and 2.5mm headset ports and also provides 14 combined traditional and melodic ring tones, which can be assigned to line and extension appearances on the programmable keys.

Some of the additional phone features and benefits include the ability to contact Center Workgroup real-time statistics on the telephone display for use by workgroup service agents or supervisors; one button access for voice recording to personal voicemail or to a centralized server; one button access to voicemail; one button access to activity/presence codes; and automatic answer feature allowing calls to be answered to a defined voice device within a specific ring time, which is great for call center agents with headsets or office operators.