

Office Solutions Improving business communications...

Opus Update Communications for “The Voice of Market Research”

With members in more than 70 countries, MRS or Market Research Society, is the world’s largest association serving all those with professional equity in provision or use of market, social and opinion research, and in business intelligence, market analysis, as well as customer insight and consultancy.

The Problem

MRS had an old telephone system that was no longer being supported by the manufacturer. Getting hold of any spare parts was becoming a problem and the likelihood of a system failure increased every year.

It was the responsibility of Facilities Manager, Dan Awcock to organise a new phone system.



Market Research Society Offices in Northburgh Street, London.



As the self proclaimed “voice of market research”, it was essential that MRS had communications they could rely upon. Whilst upgrading their telephone system MRS decided to embrace CTI or Computer Telephony Integration, Operator Screen Consoles, Call Recording and Call Logging.



MRS Facilities Manager Dan Awcock

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www.opus-telecom.co.uk

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The Solution

In order to provide MRS with the tools to support their many members more effectively, we suggested a new Mitel Phone Systems with Phone Manager CTI solution, Record a Call and an Oak Call Management solution.

Mitel Phone Manager

Employees find it easy to use the Phone Manager to dial from the PC and manage their calls. The Phone Manager stores the last 50 calls made making it easy to call people back and names and numbers can be stored in a personal directory.

The Phone Manager Busy Lamp Field means that staff can see when they are free or on calls.

Windows Based Operator Console

Using the screen based operator console the receptionist is able to handle multiple callers quickly and efficiently. The receptionist is able to put extensions into 'do not disturb' or divert extensions to the users' mobiles if they are out of the office.

Record-a-Call

The journalists are able to record their conversations into their voicemail box. This means that they can listen-back to the recordings when typing out the conversation.



On screen call management and BLF.

Oak Call Management

The Oak call management solution provides detailed reports on all the calls made and received through the telephone system. A report can be made on the amount of calls made from an extension or if any calls were not answered by reception. This is used by the Facilities Manager to report on the percentage of calls made to international and mobile numbers.

Customer Comment

"The service levels from Opus are very high and the response times from the engineers very quick. All of the engineers and support staff are very friendly and always on hand to provide help and assistance when needed. I am happy to recommend Opus to any businesses looking to change their telephone system."

Dan Awcock
Facilities Manager
MRS

Opus Business Systems

Opus Business Systems is an independent customer-focused, service-driven communications company that has been providing organisations with telephone systems and solutions since 1992.

Our People

Our experienced and motivated team are highly qualified and professional. Many of the staff have been part of Opus for more than 10 years, some since the company was formed, making the company what it is today.

Our Processes

Our commitment to customer service has resulted in us developing robust and proven processes to deliver products and services on time and as expected, with excellent after care support, time after time.

Our Services

Our services cover everything from network cabling, to lines, calls, telephone systems, mobile integration and practice productivity applications. We can advise, install, support and maintain every aspect of your practice's communications.

Our Commitment

Our commitment is to provide honest advice, backed up by in-house engineering excellence and outstanding customer care and support.

For advice and information talk to the Opus Business Systems on 0800 019 4881



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