

# CREATING SEAMLESS CUSTOMER EXPERIENCE TODAY

Increase business responsiveness and agility.

Gone are the days of traditional retail where interacting with customers at the shopfront is the only way to reach them. In today's retail marketplace where the worlds of brick and mortar and online meets, delivering a cohesive customer experience, increasing responsiveness and efficiency whilst maintaining a cost-effective operation cannot be understated.

## CLOUD-BASED ENTERPRISE TELEPHONY SOLUTION

To build capabilities that are fast enough to attract but also retain customers, the flexibility and capabilities that cloud-based enterprise telephony solution offers are enormous.

Employing an advanced cloud-based telephony solution that delivers feature-rich capabilities can enhance customer's omni-channel experience, but most importantly giving you the control you need including cost, utility, deployment and monitoring.

## FEATURES AND FUNCTIONS

Standard features	Add-on features
✓ Auto attendant	+ Hunt group
✓ Web portals	+ Meet-me conferencing
✓ Call queue	+ Call recording
✓ Music on hold	+ Receptionist client
✓ Voicemail to email	+ CRM-Connect
✓ Inbound fax to email	+ Call centre services



## BENEFITS OF NEXON'S CLOUD-BASED ENTERPRISE TELEPHONY SOLUTION



### CONTROL

- A centrally managed and maintained cloud PBX system providing basic telephony, IVR, call queuing and reporting for head offices and store locations.
- Centralised communications giving a local call experience the options to leverage call centre efficiencies.



### COST

- No on-premise PBX or infrastructure that will require resource to manage, maintain and upgrade
- Predictable cost with cloud-based consumption model that offers monthly subscription fees.



### CHOICE

- Access to a application-ready architecture for mobile and desktop communications capable of working with phone and CRM system providing a productivity-enhancing integrated service.
- Flexibility and choice to scale up and down to suit business and operational needs as and when required.

# OFFER

Choose the right telephony package for your organisation. Simply contact Nexon to find out more.

PAYG COMPLETE	PAYG PHONE	UNLIMITED COMPLETE	UNLIMITED PHONE
<ul style="list-style-type: none"><li>+ Pay as you go calls</li><li>+ Phone service</li><li>+ nbn™ 25/5*</li></ul>	<ul style="list-style-type: none"><li>+ Pay as you go calls</li><li>+ Phone service</li><li>BYO Internet</li></ul>	<ul style="list-style-type: none"><li>+ Unlimited calls in Australia to standard AUS phone and mobile numbers</li><li>+ Phone service</li><li>+ nbn™ 25/5*</li></ul>	<ul style="list-style-type: none"><li>+ Unlimited calls in Australia to standard AUS phone and mobile numbers</li><li>+ Phone service</li><li>BYO Internet</li></ul>
<b>TERMS AND CONDITIONS APPLY.</b>	<ul style="list-style-type: none"><li>• Minimum total cost over a 24 month term</li><li>• Acceptable usage policy and call rates apply</li><li>• General Nexon terms and conditions apply, visit <a href="https://nexon.com.au/tos">https://nexon.com.au/tos</a> for more information.</li></ul>		* nbn™ speeds could vary due to many factors including speed experience during the day and evening.

## STANDARD FEATURES



### AUTO ATTENDANT

Handle customer enquiries with a fully automated answering system. Greet and direct callers to specific departments or staff members by offering unique dialling options.



### WEB PORTALS

A simple web portals allows organisations to control user phones; outbound calls and where incoming calls are delivered to – even what device users receive calls on. The portals are also a window into your company's calling history, giving you greater visibility of calls.



### CALL QUEUE

Answer incoming calls even when all users are unavailable and place them in a short-term holding pattern. Regular updates and customisable hold messages let your caller know they're not forgotten or cut off.



### MUSIC ON HOLD

Keep calling customers engaged with your business, rather than just hanging on the line. Create personalised on-hold music or pre-recorded messages for customers to listen to while they wait.



### VOICEMAIL TO EMAIL

Stay on top of calls even when you're not free to chat. Have any voicemail left for you sent to your email address as an audio file. So you can respond to client or colleague messages while you're catching up on emails.



### INBOUND FAX TO EMAIL

Provides users the ability to receive, store, review, and manage fax messages. Users are notified of new fax messages in the same way that they are notified of new voice messages. Incoming fax messages can automatically forwarded to a user specified email address.

## ABOUT NEXON

Nexon Asia Pacific (Nexon), a cloud and managed service provider, has been providing dynamic IT solutions to clients throughout Australia and Asia-Pacific region across mid-market businesses, government agencies and not-for-profit organisations since 2000.

Nexon supports clients with a group of highly skilled professionals spread across Sydney, Melbourne, and Brisbane in Australia and also a wide array of innovative solutions offering including cloud services, unified communications, managed security, business continuity, high-performance networking and business applications.

Nexon has also won numerous awards for its development of innovative cloud services and unified communications solutions.

To learn more about Nexon's Telephony Solution, call us at **1300 800 000**, email us at [enquiries@nexon.com.au](mailto:enquiries@nexon.com.au) or visit [nexon.com.au](http://nexon.com.au)