

## Case Study – Major University

### Overview

This University is one of Australia's oldest and most prestigious universities with over 200 sister university partnerships around the world. The university has approximately 40,000 students and 9,000 Academics and ancillary staff.

The University had recently implemented NEC's FUSION networking between six NEC IPX PBX systems across several campuses.

### Requirement

The University had a series of specific requirements in relation to its telephony solution, these included:

- To achieve productivity gains from the switchboard operators;
- Improve the ease of use of the switchboard as they utilized a variety of non-dedicated personnel; and
- A cost efficient and time effective training program for new switchboard users due to the limited staff resources and the high usage of temporary staff.

### Solution

The first stage saw the introduction of three centralized IAC switchboard consoles with directory integration to the University's existing SQL staff database.

After a period of implementation and evaluation, stage 2 saw the introduction of CTI Dial-It to provide busy lamp field (real-time extension status) for the IAC consoles. CTI Dial-It monitors over 9,000 extensions across the University Fusion network.

### Results

The IAC operators are now able to more efficiently process calls due to the fast and convenient directory access and visibility of extension status even at remote campuses.

Operator training has been reduced to just a few hours.

The University is now considering the rollout of CTI Dial-It Dashboard for administration staff with integration to the SQL-based staff directory to enable click-and-dial from the desktop.