



It always seems impossible until its done.

Nelson Mandela



VOXTRON

Voxtron delivers more **satisfied customers**, **better internal cooperation** and **lower costs**. Worldwide.

Efficient multimedia routing, short waiting times, immediate customer information, queue management, information about agent availability and much more: Voxtron guarantees fluent, professional communication with customers and prospective customers, better cooperation between agents, lower costs and good management, with an increased return on investment.

More satisfied customers

Every Voxtron Communication Center is developed to make the customer or prospective customer's experience as pleasant as possible. This is delivered through:

- a clear menu for callers, if desired
- immediate transfer to the employee with the right skills
- waiting times kept to the absolute minimum
- automatic priority for anyone who had a long wait the previous time
- customer details on the employee's screen
- free call back messages or voicemails at peak times
- customer information messages (about waiting times, new products etc.)
- and more

"Phone calls, faxes, emails, social media messages, sms messages, web contact forms, live chat and documents are automatically directed to the appropriate agent, which saves a lot of time and frustration for both customers and agents."

— Jan Vidts, Voxtron Belgium

Better internal cooperation

Voxtron increases agents' productivity, makes working more pleasant and improves cooperation.

Every agent

- receives the customers they are most suited to help, thanks to the dynamic routing
- immediately sees the customer's details on their screen
- knows if the customer has called before and how that was handled
- can see which customers are in the queue and how long they have been queuing, which agents are free and who is the most suitable employee to solve a problem
- can call customers with one click from any application

Lower costs

Our solutions are created to reduce costs and guarantee a maximum return on investment.

- Voxtron develops the solution that works best at a particular time, but this can always be extended easily and affordably if requirements increase.
- Every Voxtron system fits perfectly with the customer's current telecommunications and IT infrastructure.
- The system is very user-friendly and quick to learn.
- Voxtron solutions require little management and maintenance.
- Thanks to extensive monitoring and reporting, the efficiency of the contact center is continuously improved.

"Voxtron makes contact center activities pleasant. Agents who can perform their work easily and successfully are more friendly, more helpful and more patient with customers. This is good for customer satisfaction."

— Ralf Mühlenhöver, Voxtron Germany

Better management

Voxtron is the guarantee for an easy, professional interaction with customers and prospective customers over the phone and by fax, email, sms, web forms, live chat, printed mail and social media. In order to monitor all this successfully, the management has the option to measure activities at any time and convert measurements to useful statistics: peak and quiet periods, average waiting times, periods of unavailability, number of contacts per employee, total time spent on emails etc.

The daily reports quickly let you know what is going on, positive and negative, so managers and team leaders have better insight into the working of their contact center and can make well-founded decisions.

Also 'in the cloud'

On-premises on the user's servers, hosted in a data center or 'in the cloud': as part of our mission to create the best solution for the user's needs, we have developed the Voxtron Communication Center so that it can be installed anywhere.

Anyone who wants easy, professional, multimedia communication to improve customer service and wants to use it from the cloud, will find this with Voxtron.

Why choose Voxtron

1. Implementing contact center software is a specialised skill. Our engineers are specialised in multimedia solutions for contact centers and interactive voice response and have extensive expertise in this field. They are continuously working on implementation and support for contact center solutions and this is where they excel. They provide a system that works perfectly and keeps working.
2. Voxtron employees are creative and solution-oriented: they provide solutions that fit the customer's business rather than solutions that require the customer to adapt their business
3. Voxtron integrates every solution perfectly with the customer's current telecommunications and IT infrastructure. And adapts it if the requirements change. Our systems work perfectly with Microsoft Lync, Cisco, Alcatel, Avaya, Siemens, Aastra, Innovaphone, Panasonic, Mitel etc.
4. We don't believe in 'impossible'. We can help with every communication problem. We can cater for any special request. We will always find a solution. Guaranteed. This is thanks to the unique, flexible way our systems are constructed. And to the brainpower of the Voxtron engineers, who will get to grips with and solve any technical problem. 'I do not seek, I find', Picasso said. That is their motto too.

"Voxtron always goes **to the greatest lengths**. Always. We give the best of ourselves in the development of our solutions, in our service and support and in our cooperation with the customer. Voxtron is committed to always creating the best solution and assuming that nothing is impossible. 'It always seems impossible until it's done', said Nelson Mandela, and we completely agree."

— Geert Van Compernelle, CEO

Voxtron: a strong global provider of customer communication solutions

Voxtron, a Belgian company active in telecommunications since the early 90s, is the international expert in multimedia solutions for customer service departments and contact centers. Voxtron is an international group, headquartered in Belgium with offices in Germany, Hong Kong, Italy, Portugal, Thailand, Tunisia, Turkey, Austria and the United Arab Emirates.

State-of-the-art solutions

Voxtron delivers better communication between companies and their customers everywhere, with state-of-the-art solutions for:

- **outsourced contact centers,**
where we optimise the customer contact that the outsourced contact center provides for other companies or organisations
- **in-house contact centers,**
where we help the internal department that provides customer contact
- **customer interaction companies,**
where we support everyone at the organisation or company in providing customers with personal, quick and correct help.

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