

An Indiana-based public relations agency needed a functional phone system that was to easy manage.

Situation

Dittoe PR was experiencing dropped calls, lack of administrative flexibility and limited functionality with their VoIP service. The process of adding new extensions was lengthy and involved contacting their service provider for assistance, often resulting in incorrect extension assignments. Inbound and outbound calls were being dropped, making staying connected with clients and the media a battle.

“Connectivity and speed are of the utmost importance in the communications industry,” said Eric Kokonas, Senior Account Manager at Dittoe PR. “Clients and press need to have access to our business at all times. Dropped calls and delayed administrative processes prevent this from happening,”

The headache of making administrative changes, coupled with poor call quality and limited functionality drove Dittoe to search for a new communications provider.

Solution

It was key that Dittoe find a phone system that was easy to manage and gave the company increased functionality and flexibility. For this reason, Dittoe PR’s external IT provider recommended Sharpen.

With app.Sharpencx.com, Sharpen’s web portal, Dittoe employees have the ability to monitor and manage all aspects of their phone system, including extensions. They can easily add and remove extensions as their team grows. Administrative processes and network-wide changes can be handled internally, giving them the flexibility to make changes when it is convenient for them.

“Having to spend hours setting up extensions can be exhausting and time consuming,” Kokonas said. “The ease of use and functionality of the service is why we chose Sharpen.”

Using Sharpen’s Find Me feature, employees can direct calls to mobile phones when they are out of the office, meeting with clients or at events. Call routing helps direct media to the correct extension, and voicemail to email ensures information gets delivered.

Sharpen’s 15 data centers spread across the globe guarantee high call quality and reliability, eliminating the chance for dropped calls.

Result

Dittoe PR now has a more functional phone service. Sharpen's interactive web portal gives Dittoe the ability to make administrative changes at their convenience. The company can now add new extensions with ease, unassisted from Sharpen. Using Find Me, employees can direct their calls to mobile and check their voicemails via email. **Dropped calls have been eliminated, and Dittoe is able to stay connected to their clients and communicate more effectively.**

You're good. Let's get better.

Sharpen is a cloud native contact center platform that enables customer experience teams to establish a better relationship with their customers. This global platform eliminates costly on premise hardware, increases agent efficiency and makes customers happier through frictionless interactions. Sharpen is committed to building a global community of companies who believe that a happy customer is a loyal brand advocate waiting to happen. For more information about Sharpen's products and services visit sharpen.cx or contact us at **855.249.3357**.

