

Case Study: The Joinery Firm

Introduction to ChorusCX's Customer: A Joinery Firm

A rapidly expanding joinery business confronted the challenge of finding an affordable, hosted telephony solution that offered the required features. They found their solution in ChorusCX. Our team efficiently linked them to a suitable, modern call management solution through one of our reseller partners.



Challenges Solved by ChorusCX

The joinery firm was facing a host of hindrances from their existing system. Their mobile number appeared unprofessional alongside persistent on-call responsibilities due to inadequate call management. The company's quick expansion and escalating customer and staff numbers underscored the need for a scalable solution. They investigated numerous off-the-shelf options, but none were the right fit for their business size or lacked essential features.

Solution: Introducing ChorusCX Hosted

In collaboration with an ChorusCX reseller partner, the joinery company found a modern, economical solution tailored to their needs. With ChorusCX Hosted, the company now exudes a more professional image, utilising a local telephone number with professional IVR to greet callers.

With ChorusCX Hosted, calls are efficiently diverted to mobiles through direct extensions or ring groups, enabling after-hours calls to be directed to a designated representative. ChorusCX Hosted also comes with a suite of features: professional IVR, voicemail to email, out-of-hours greetings and mobile diverts, with a single licence shared across five devices.

The Results

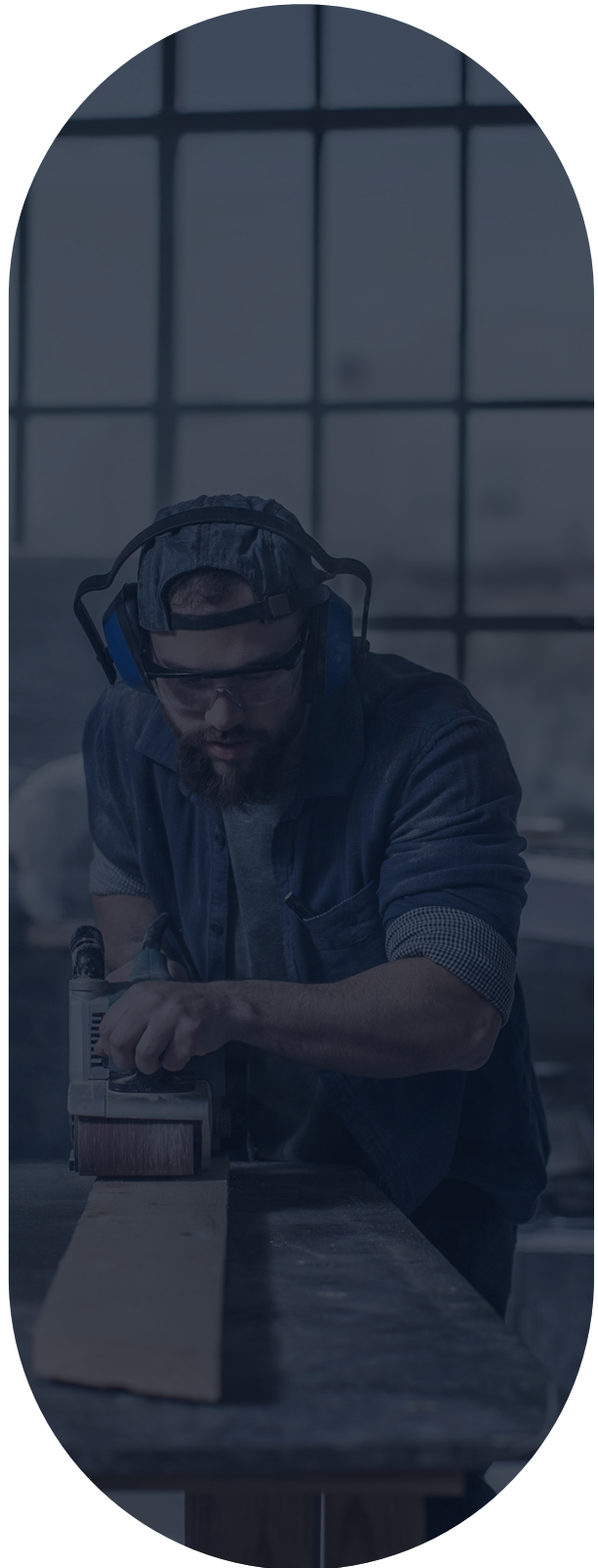
By choosing ChorusCX, both the customer and the reseller benefited immensely:

- › **Professional Appearance:** The company now portrays a professional image with its improved number presentation.
- › **Greater Functionality:** The call management system's functionality has significantly improved courtesy of ChorusCX Hosted's robust feature set.
- › **Highly Scalable:** The solution is scalable and can grow and adapt with the company.
- › **Reseller Benefits:** The reseller gained from increased margins while saving the customer money due to ChorusCX Hosted's disruptive commercials.

Does the Joinery Firm Recommend ChorusCX?

The Joinery Firm absolutely recommends ChorusCX for hosted call management solutions. The partnership between the joinery firm and ChorusCX has proven transformative, delivering a bespoke solution that addresses their unique challenges.

The enhancements have undoubtedly elevated the Joinery Firm's professionalism and operational efficiency and better positioned it for future growth. With scalable features and an improved call management system, the firm can confidently navigate its expanding customer base.





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the Upgrade to
ChorusCX?**

Contact Us

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