

The VAPF Group Turns to Avaya IP Office to Unite Multiple Sites and Improve Customer Service



Grupo Urbanístico VAPF has replaced its analog telephony system with the Avaya IP Office platform, unifying various office.

Pedro Javier Soliveres Tur, CEO of VAPF, explains why they opted for Avaya: "We are an international, active business group, but our offices were totally outdated. One way or another, we had to make a technological commitment. Our business partner Leader, suggested we switch to IP telephony and showed us Avaya's solutions. We were impressed by the multiple benefits, and without a doubt, the support and peace of mind that the Avaya brand offers was the deciding factor."

Thanks to IP Office, the VAPF Group now has features that were previously unthinkable for the 60-plus extensions of their employees. For example, providing the same telephone number to customers regardless of the device used to answer the call, or using extension numbers for free internal calls are features that VAPF is using daily.

However, the application that Pedro Javier Soliveres Tur finds most useful is VoiceMail Pro™ from Avaya. "It has allowed us to adjust the schedules of the different sites, to select the language according to the origin of the call and always offer a response to the customer, thus improving customer service and strengthening the image of our group. In addition, our sales staff is always reachable and can receive emails with call notifications. Telephone support is a priority, and we provide service from Monday to Sunday throughout the year, so it is imperative that

“VoiceMail Pro™ from Avaya has allowed us to adjust the schedules of different sites, select the language according to the call’s origin, and always offer the customer a quick response.”

— Pedro Javier Soliveres Tur, CEO of VAPF

Challenges

- Receiving all incoming calls and reducing response time
- Integrating phone calls into its CRM
- Providing a unified telephone system for all sales and central offices
- Consolidating the telephone system by integrating international telephone numbers

VALUE ADDED

- Tracking all calls with a time-dependent scaling system
- Telephone lines in all offices replaced with extensions from the central hub connected to IP telephones
- Incorporate international schedules to direct incoming calls to the proper extensions according to the day of the week and time of day

all incoming calls are answered. It is also a priority to respond to the client in the language of the country of the caller, and to let them know the person taking the call has the appropriate skills and can speak the language. It is something that we can now easily facilitate based on the telephone number of the incoming call,” he explains.

With VoiceMail Pro™ from Avaya, they have been able to provide individual customization for each of the company’s numbers, allowing simple yet sophisticated management of call routing. They have also been able to use assistants to answer calls at specific times and the centralized voicemail system is capable of handling up to 40 calls simultaneously, which is another important benefit.

DECT Telephony

VAPF has also carried out an update of all its terminals. Leader has been able to bring the benefits of IP telephony to its wireless LAN network. The DECT telephones chosen are designed to maintain the productivity of users as they move throughout different facilities.

“The voice quality of these handsets ensures that employees can communicate clearly and efficiently from virtually any location. Our central offices are in a 5-story building, and the twinning function means that any phone can be answered by anyone in any office, which is absolutely vital. The twinning function allows you to simultaneously transmit calls directed to one phone to another. Calls will generate notifications on both devices at the same time. Users can configure their desktop and wireless phones in order to use the mobile twinning function to ensure constant coverage.”

Thanks to IP telephony, it does not matter if the user is in the building, at their desk, in a meeting in the office or abroad, they can always be reached through the fixed, DECT or mobile handset.

“The voice quality of the DECT handsets ensures that employees can communicate clearly and efficiently from virtually any location.”

-Pedro Javier Soliveres Tur,
CEO of VAPF

Products and Solutions

- Avaya IP Office™ Platform
- 1400 & 1600 Series IP Deskphones
- 3700 Series DECT Wireless handsets
- VoiceMail Pro™
- CDR Integration with Lotus Notes

About VAPF

The VAPF Group has been designing, planning, marketing and building in the northern region of the Costa Blanca for more than 50 years. They have 8,000-plus homes built on eleven housing estates in important municipalities such as Calpe, Benissa, Javea and Benitachell.

For more information, visit www.vapf.com