



# Central Exchange.

## A value-adding module in T-VPN.

Improve the reachability and customer service of your company – with a central exchange.

### What services does your telephone exchange provide?

Does your company still maintain a switchboard at every location? Do your telephone exchanges tie up valuable resources? Are your exchanges unevenly loaded? And last but not least: What services does your telephone exchange actually provide? Does it simply route calls, or does it also solve customers' problems? Opt for an intelligent solution that is more effective and less expensive: Central Exchange in T-VPN.

## Services and function.

The value-adding module provides one or more central telephone exchanges for the entire voice network solution. In practical terms, that means calls from outside do not reach the connection that was actually dialled. Instead they are forwarded to a central exchange according to predetermined criteria – time of day, load, quotas or caller's local network location, for example. Moreover, the module ensures an even distribution of the load across all information positions. If a switchboard is overloaded, the calls are forwarded to a free position of another exchange. In this way, calls are no longer lost, nor do they go unanswered. The switchboard personnel can not only give information: As they have fewer ancillary tasks to perform, they can develop more of their own competence. In so doing, they can handle standard queries themselves – and the caller is then connected with just the right contact person only in case of genuine need. A whole range of useful supplementary functions is available complement the Central Exchange module. The integration of automatic messages, preliminary questions or automated call routing, for example.

## The advantages.

First of all, Central Exchange relieves employees in the branch offices from the need to handle superfluous telephone calls. At the same time it improves the reachability of your company – also outside of the normal business hours of branch offices, if necessary. The concentration of exchange and information tasks supports the profitable deployment of personnel resources – both in the branch offices and at the switchboard itself. And last but not least, your customers also benefit from more professional attention and more rapid access to information.

## The facts: Central Exchange in T-VPN

- Central Exchange for your entire T-VPN voice solution
- Bundling of all information and telephone exchange tasks
- Relief of your employees from misdirected telephone calls and routine queries
- More profitable deployment of personnel through concentration of switchboards
- Call forwarding in the network according to criteria such as time of day, load, quotas or caller's local network location
- Improved reachability of your company
- Optimal support for professional customer service

### What is T-VPN?

T-VPN is a voice solution from T-Systems that connects lines from any number of locations to a virtual private voice network. Optional value-adding modules can be used to expand any T-VPN solution, incorporating intelligent functions to optimize your business processes.

### Published by:

T-Systems Business Services GmbH  
Marketing & Produktmanagement  
Am Propsthof 10  
D-53121 Bonn

### Contact:

E-Mail: [info@t-systems.com](mailto:info@t-systems.com)  
Internet: [www.t-systems.com](http://www.t-systems.com)

Responsible for contents:

Kommunikation Large Enterprises & Branchen