



## CASE STUDY

### CHEVROLET DEALERSHIP

**INDUSTRY:** Automotive

**CUSTOMER PROFILE:**

A Chevrolet Dealership looking to increase and improve overall communications and customer experience!

**NEEDS:**

- ⦿ Improve communications
- ⦿ Reduce manual calls to customers for notification of vehicle availability

**APPLICATION:** Telephony Office-LinX 2000

- ⦿ Message Notification Schedules
- ⦿ AMIS (Audio Messaging Interchange Specification)

**KEY BENEFITS:**

- ⦿ Work efficiently away from phones
- ⦿ Customers are notified on time

At the time of vehicle check-in, a customer account is created on the Telephony Office-LinX platform. The service manager uses the mailbox of the Telephony Office-LinX server to update the vehicle's status in the account. When the vehicle is ready for pick-up, an automated message is deposited into the mailbox, to be delivered to the customer according to an automated notification schedule.

### ABOUT TELEPHONY OFFICE-LINX

The Telephony OfficeLinX enterprise edition (TOLee) v.6.1 provides real-time integration with Microsoft Exchange 5.5, 2000, Lotus Notes, and any IMAP compliant email platform such as Novell GroupWise, SLMail, and other UNIX based mail servers. The Telephony OfficeLinX UC Platform provides telephony integration with all major PBX's both IP and circuit based, such as Nortel, Avaya, Cisco, NEC, Siemens, Mitel, & 3Com. This unified communications platform is designed to supply a turnkey messaging solution for a single company, or provide enhanced hosted services for multiple organizations integrated to one enterprise server.

### ABOUT ESNATECH

Founded in 1989, Esnatech has been committed to developing advanced Unified Communication solutions that deliver core value growing organizations. Our mission remains to develop and provide industry leading communication solutions that integrate seamlessly with existing infrastructure and optimize the way businesses communicate. Esnatech communication solutions are designed for "real-time users" providing advanced features, investment protection, and platform upgrade capability without the planned obsolescence prominent in the communications industry. Esna Technologies powers over 40% of the telephony providers in the SMB market with its messaging, mobility, and presence platforms. Esnatech markets and distributes their products through global OEMS and VAR partners in over 28 countries worldwide. For more information please visit [www.esnatech.com](http://www.esnatech.com).