



Customer Testimonial: TDS® *managedIP*

“The biggest reason for making the switch to *managedIP* is the convenience it offers our recruiters, especially when they are waiting for a specific call resulting in a hire. Everyone is excited about call forwarding and Voice Mail.”

Kaspara Hawkins, Marketing Coordinator/Office Manager



The Customer

Career Professionals is a permanent, job placement firm specializing in assisting candidates who are seeking full-time careers in the Minneapolis-St. Paul metro area. They strive to match qualified candidates with quality companies to promote strong career and corporate growth.

The Challenge

Career Professionals' outdated phone system was beginning to falter. Their biggest concern: the Voice Mail system. Callers were either connected to the wrong Voice Mail box or no Voice Mail at all. Clients began inquiring about the lack of response to messages left for employees. This was becoming a big problem and it was making the agency look unreliable.

Their antiquated phone system also had an invasive paging system. When calls came in, the receptionist would direct dial an employee and immediately pop up on their speaker phone. (The receptionist had no way to know if the employee was on the phone or in a meeting.) Often, the pages interrupted conversations and required quick action by the employee to pick up the phone before the visitor heard the receptionist's announcement.

Career Professionals knew it was time to upgrade their current phone system.

The Solution

Career Professionals chose TDS *managedIP*, an all-inclusive communications tool. It's more convenient and easy to use than their previous phone system and it helps them carry forth their professional image. Not only do callers get through to the correct Voice Mail box now, employees also find it easier to return messages. The Voice Mail is more convenient and has an option to have messages sent to email and cell phone so they can be listened to right away.

With *managedIP*, abrupt paging interruptions are a thing of the past. Using the Receptionist Tool, the receptionist can easily see if employees are on a call or available. Employees can choose to accept the call that's sent to them, or put it into Voice Mail. Either way, one click of the mouse sends the caller to the employee's preferred location.

The biggest difference: The convenience and the ability to click around, including clicking to retrieve Voice Mail messages on email instead of calling a number to listen to messages.



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Customer's Favorite Features

Receptionist Tool

- Without physically picking up the phone, the receptionist can easily handle about 500 calls/week
- Receptionist can see if an employee is free to take calls or if the call should be sent to Voice Mail

Call History Log

- Saves time and increases productivity by enabling quick review of all outbound, inbound, and missed calls
- Since names and phone numbers are automatically stored, there's no need to write that information down or look it up in a phone book
- One click of the mouse dials the number
- Click to dial functionality is used to call candidates back—eliminating the task of digging through piles of resumes to locate phone numbers

Call Forwarding

- Selecting which callers get forwarded to employee cell phone numbers is critical
- Eliminates missed calls from employers or candidates waiting for a final answer

The results: better accessibility (employers and potential employees), better tracking mechanisms, improved efficiency, greater productivity, and continued call control.

“It was important to us to keep control of how calls would be answered. We like having one person answer all the calls, one person who greets our callers professionally, every time, and then introduces them to our employees. TDS *managedIP* is so flexible. It allowed us to set up the system the way we wanted.”

Kaspara Hawkins, Marketing Coordinator/Office Manager

Career Professionals®

Edina, Minn.

managedIP customer since December 2010

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