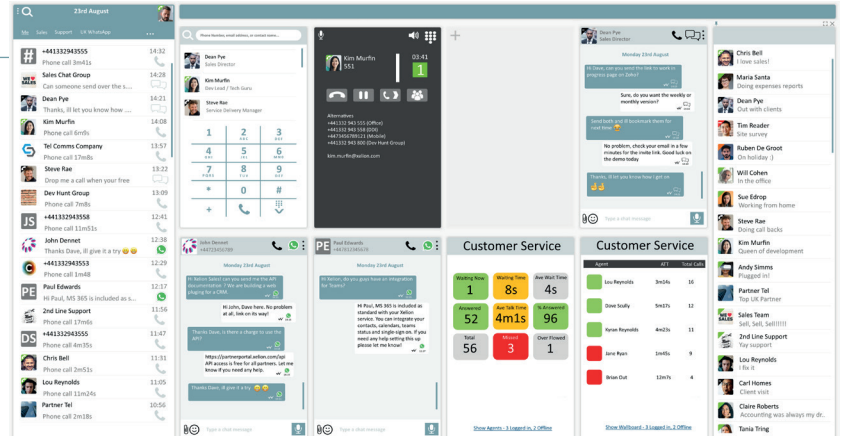


XELION ADDRESS BOOK

WHAT

This powerful feature ensures all your communications are logged against the correct contact or number. The address book is global so all staff can have access to the contact information they need, previous call logs, and last point of contact ensuring professional customer service.



HOW

Every call in to the platform is labelled with the caller ID and name if they are in the address book.

Have visibility of when and who last spoke to the caller for a seamless experience.

Share contacts or keep them in your personal address book.

Normalisation of numbers is an added feature to ensure you are always calling at standard call rates.

WHY

Access the address book from any Xelion device (softphone, mobile or desk phone) so your contacts are always at your finger tips.

The address book provides the user with all the recent communications attached to the contact or number, ensuring the customer service desk have every thing to hand in presenting a professional customer service experience.

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