

TOTR Advanced Telephony System Use cases

1 Team members communicate anywhere



Medical staff can communicate together using their smartphones instead of DECT, they can talk to a member or to a group of staff members, they can exchange critical information, share files and docs.

Receptionist can forward an external call to a doctor, for exp. someone asking about the health situation of his family member.

Emergency services can communicate together via the dedicated channel.

2 Better coordination



In the Supermarket, the merchandiser is supervising product placement on shelves, after finishing, he/she calls his/her manager via TOTR and show him/her the final result for approval. He/she can also call the customer using video option to show him the product placed on shelves following their agreement.

3 More efficient customer support

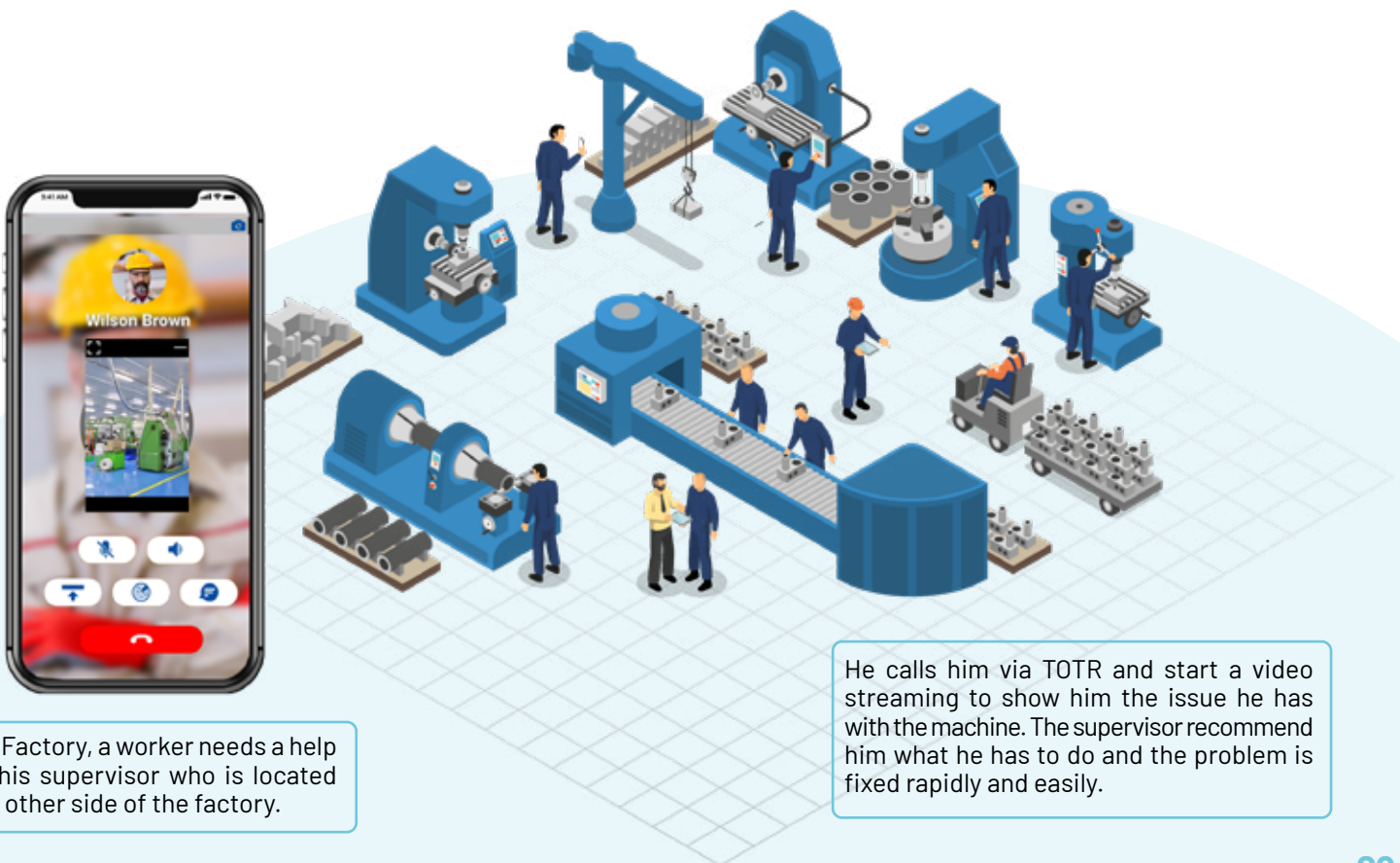


Technical support team have to work remotely due to pandemic and new government rules. The company will not stop giving support to their customers.

All the received calls will be redirected to the Technical support team on their mobile phones thanks to call-in to group via PBX. The first one who answers the call will take care of the customer request/complaint/question.

If the customer needs to have contact with a supervisor for a decision, the receiver can transfer the call via TOTR to his supervisor.

4 Solve problems quickly on the shop floor with video capabilities



In the Factory, a worker needs a help from his supervisor who is located at the other side of the factory.

He calls him via TOTR and start a video streaming to show him the issue he has with the machine. The supervisor recommend him what he has to do and the problem is fixed rapidly and easily.