



CASE STUDY



Cloud solution helps improve customer service PERFECT VISION

ABOUT

Perfect Vision is an independent, established opticians in the heart of Canton, Cardiff. It offers high-quality healthcare and strives to meet all customer needs in a friendly and efficient manner. Good customer service is vital to the business – so its communication systems need to be efficient too.



BUSINESS CHALLENGE

- Perfect Vision had issues with its previous telecom provider as they didn't deliver a planned cloud-based solution.
- The company required modern, future-proof communications to improve daily operations and ensure no missed business.
- The company recognised that business was being lost through unanswered calls during busy periods, and through not having voicemail activated outside business hours.
- The company also required additional handsets and one direct line with a separate phone number. A call divert was already set up on the landline to redirect calls – but this service was costly.



After our previous telecom provider didn't deliver a planned cloud-based solution - DataKom were a breath of fresh air. They provided us with a cloud-based solution including a range of features, all helping to improve the service we provide to our customers.



Bethan Roderick

KEY SOLUTIONS



KLOUDPBX PHONE SYSTEM

Feature-rich, cloud-based phone system with the latest technology.



FIBRE BROADBAND

Superfast fibre broadband installation.



SELF-MANAGEMENT

Ability to manually make changes to settings by using the simple web portal.



DIRECT DIAL

Additional phone number programmed to a specific handset.



TRAINING PROVIDED

Shown how to use the KloudPBX portal with weekly webinars providing additional support.



DAY AND NIGHT MODE

The phone system is programmed to operate differently depending on the day and time.



VOICEMAIL TO EMAIL

Voicemails are converted to an mp4 file and received as an attachment to a chosen email.



ONGOING SUPPORT

The DataKom team is always on hand for any queries.

Call us today on

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