



CASE STUDY



Call recording to confirm orders taken over the phone FLOCON

ABOUT

Flocon Valves and Fittings based in Pontypridd, Wales. They supply industrial valve, pipes and pipe fittings supplier. They are the largest independent stockist in South Wales.



BUSINESS CHALLENGE

- Moving address caused a challenge, by now having a cloud solution it has made the system more manageable and flexible.
- Call recording was installed to make confirming orders taken over the phone more manageable and simple.
- Guest WiFi was integrated into the trade counter – making it easy for FloCon to collect marketing data to email and text customers of new products and offers.
- Installed conference phone into their board room so group calls can be taken at ease.
- Dedicated broadband connection for reliable internet to guarantee fast speeds and functionality.

“DataKom have been great to deal with - all engineers who came on site made the install seamless. Any questions we had were always answered promptly, and we would highly recommend DataKom to any business.

Andy Phillips



KEY SOLUTIONS



KLOUDPBX PHONE SYSTEM

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



DATAKOM GUEST WIFI

Complete access to the internet in all areas of the venue for visitors.



ADDITIONAL HANDSETS

With key features such as DND and call forwarding.



VOICEMAIL TO EMAIL

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



CALL RECORDING

Call recording on all handsets to comply with company guidelines.



ACCOUNT MANAGER

Local manager oversees the companies account and conducts monthly reviews.



TRAINING PROVIDED

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



ONGOING SUPPORT

The DataKom team is always on hand for any queries.

Call us today on

01656 33 44 55

sales@scgwales.com

www.scgwales.com