



CASE STUDY



Installing cloud to make business run more efficiently LINKS RECRUITMENT



ABOUT

Links Recruitment, provide their clients and candidates with a quality recruitment service, built on trust, transparency and an in-depth knowledge of the sectors they work in.



BUSINESS CHALLENGE

- With LINKS Recruitment being a fast growing business they needed a solution in which that would benefit their growth – additional handsets were required to improve operations and customer service.
- The company required a modern, future-proof telecom solution to improve their day to day operations to ensure no lost business.
- Communication is key to the business. Making daily relationship calls and scheduling appointments – as well as linking sites across the UK in order to communicate with each other.

“ From start to finish - the full end-to-end process for us has been exceptional. We won't go anywhere else other than DataKom they're a fantastic company.

Daniel Puttick



KEY SOLUTIONS



KLOUDPBX PHONE SYSTEM

Cloud-based phone system with the latest technology.



MOBILE TWINNING

Handset and mobile programmed to ring simultaneously when receiving an incoming call – perfect for employees on the road.



HEADSETS

Headsets provided to allow users to communicate freely.



MUSIC ON HOLD

Assures customers their call is still connected and in the queue. It's also an opportunity to advertise other products.



VOICEMAIL TO EMAIL

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



ACCOUNT MANAGER

Local manager oversees the companies account and conducts monthly reviews.



TRAINING PROVIDED

Training provided on how to use the user web portal and marketing features available.



ONGOING SUPPORT

The DataKom team is always on hand for any queries.

Call us today on

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