

- De Montfort University is a public research and teaching university situated in the city of Leicester, England
- De Montfort has over 27.000 students and 3.000 teachers.
- 10 agents currently use the Zyline solution.
- De Montfort University is the most-improved university in the UK, according to the Sunday Times league tables.

Zyline's Solution

- Zyline delivered Zyline Attendant Console and Contact Center to De Montfort University.
- Zyline's technical staff installed the solution onsite at De Montfort University and was present to teach the users for optimal use of the system.
- De Montfort has a high availability setup with cluster Switch servers and cluster Windows Application servers.
- The university replaced their Siemens Hipath with Microsoft Lync 2010 and Exchange 2010 integration

Benefits – Enterprise

- The solution provides greater flexibility and is scalable to fit the daily administration.

Benefits – User

- Improved call handling with the new search functionality
- Lync and calendar integration is a great plus!
- The ability to monitor transferred calls and get history on incoming calls has improved customer service.
- Easy to manage, and changes can easily be made if adjustments are needed.

TESTIMONIAL DE MONTFORT UNIVERSITY