



Middelfart
KOMMUNE

- Middelfart Municipality is located in southern Denmark on the island of Funen.
- More than 1.000 people are employed and using Zyline's solutions in the municipality
- Middelfart Municipality wanted to upgrade their Cisco/Netwise solution. The municipality requested different tenders.
- Zyline was chosen for its affordable solution with a simple and intuitive interface.

Zyline's Solution

- Zyline installed the solution at Middelfart Municipality.
- Zyline Attendant Console is used as the main switchboard for the citizens service department.
- Zyline Attendant Console and calendar-based forwarding is used to serve the individual departments' main numbers.
- Zyline Time is installed and used by all employees in the municipality
- Primary platform is Cisco UC Manager 8.5

Benefits – Enterprise

- The implementation of Zyline has been a more or less transparent 1:1 replacement in an easy transition.
- The implementation of Zyline Attendant Console has been of great help. During an organizational restructuring of the Municipality, Zyline made it easy to manage complex call flows and call routing.

Benefits – User

- Agents and receptionists are pleased with Zyline's solutions.
- Agents and receptionists were able to use the solutions immediately due to the simple and intuitive interface.
- The municipality foresees that Zyline's solutions will improve and strengthen the municipality's service towards its citizens.

TESTIMONIAL MIDDELFART MUNICIPALITY