



- Toyota Denmark imports and markets a diverse portfolio of Toyota vehicles in Denmark.
- After having implemented the iPhone as the company phone in 2011, Toyota Denmark required a strategic product for their phones that would provide all the functionality that the employees knew from fixed line to their mobile phones.
- The company wanted to benefit from having introduced the iPhone as a company phone.

TESTIMONIAL TOYOTA

Zyline's Solution

- Toyota Denmark has chosen Zyline Attendant Console and Zyline Mobile Operator as their strategic products.
- The solutions are being used by Toyota Denmark's approx. 85 agents, and they are provided with a continuous overview of each other's availability and can relieve each other during breaks or long call queues.
- Agents are also able to view their own or other agents' calendars, contact details, as well as a real-time availability overview of all colleagues.

Benefits – Enterprise

- Zyline's solutions fulfill the expectations and needs of the agents.
- Agent response times were reduced significantly.
- The solutions also facilitate collaboration between the company's many agents.

Benefits – User

- With Zyline's solutions, agents are able to find and transfer calls to the employee who is best equipped to answer a customer's call.
- Agents are able to create a meeting quickly and easily in their calendar while on the move.
- The solutions also make it easy to search for both individual colleagues and their skills across the company.