Askozia
Intuitive Telephony

DER SCHMIDT
Urlaub mit Herz

Providing individual and committed customer service is what has made Schmidt in the last 60 years to what we are today - one of the largest private travel and tour operators in Northern Germany. More than 200 employees follow one slogan: holidays from the heart!

Solution at a glance

- ISDN E1 (PRI) access
- Prepared for VoIP and NGN
- Fax integration
- E-mail notifications
- Intelligent call routing
- Precise implementation of business processes

About Askozia

Askozia started out in 2007 by developing a highly intuitive telephone system firmware for embedded appliances. Askozia has since become an international developer of realtime IP communication technologies and PBX software for service providers, SMBs and system integrators worldwide.

Successful travel operator goes future-proof with VoIP
Perfect service from the first ring

More than 50 agents contribute significantly to the success of this travel agency. The previously used phone system, an Asterisk server, was difficult to manage and to be replaced by an easy-to-use and more flexible IP PBX to allow the company to expand. The clear separation of the different business areas, such as central booking, dispatcher, coach or long distance travel is most important.

The existing ISDN E1 (PRI) connection should still be used, but a future migration to VoIP also be possible. Furthermore, existing analog fax machines were to be integrated, and virtual fax machines to be set up for each agent. To save costs, existing Snom IP phones were to be be used with the new phone system, as well as softphones being installed on local computers.

"Every day, hundreds of customers call us to spend the best time of the year with us, their holidays. Thanks to our AskoziaPBX phone system, we can commit fully to provide individual and qualified service to our customers."

Wilhelm Schmidt, CEO

The transition towards an Askozia Telephony Server has been realised gradually for the single departments, in form of a so-called soft migration. In addition to the internal VoIP telephony, an ISDN E1 module is used to connect the ISDN PSTN, and an external beroNet gateway to connect the analog fax machines. Furthermore, a heterogeneous telephony infrastructure consisting of Snom IP phones and softphones, has been integrated with ease.

The different requirements of individual departments are matched precisely with the Call Flow Editor. Using intelligent call distribution, calls are routed to the correct agent and waiting times remain short even in times of high call loads.