Askozia
Intuitive Telephony

GREIF TELEMARKETING

For about two decades, Greif Consulting und Telemarketing GmbH offers flexible solutions for client care by phone, covering outbound, inbound and training. Our more than 60 employees provide high-quality service that will excite you and add value for both your business and your clients.

We speak the same language!

Solution at a glance

- Flexible agent registration

- Separating projects by name shown on phone display

- Simple modification of processes, voice prompts and waiting music

- Central display of call statistics in the call center

About Askozia

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

Agile call center solution for growing business
Saving costs with in-house PBX solution

Every day, Greif Consulting und Telemarketing GmbH manages more than 5000 phone calls on behalf of their customers. More than 50 Snom desk phones and conference phones are used, as well as up to 120 soft phones in parallel to realize multiple customer projects at the same time. Switching from an ISDN phone system to Askozia IP PBX was an important step for the company. At the same time, the business wanted to become less dependent on external integrators and service providers.

The switch to Askozia was done in form a soft migration. After an initial evaluation period, the single departments were migrated one by one towards the new PBX phone system.

"Compared to our previous ISDN phone system, the cost savings are enormous. Askozia also allows us to quickly react to changing requirements."

Thomas Greif, CEO

To realize multiple customer projects at the same time, different project-related requirements are met with the Call Flow Editor, such as individual welcome messages and waiting music. Furthermore, the correct outgoing number of the respective client is displayed for outgoing calls. For incoming calls, agents see on their phone which project the call is connected to. This allows them to answer calls correctly according to the related project and is especially important if agents work on multiple projects at the same time.

By using the live statistics of the Wallboard, project managers can see in which queues the single agents are currently answering calls. In each call center, the live statistics are shown on a central screen. If callers hang up before their calls are answered, these missed calls are gathered to call them back.

"Askozia is cost-effective and can easily be adjusted. It is failure-resistant and the support is fast and reliable!"

Holger Durchfeld, IT system administration