



CLOUD PHONE SYSTEM SUPPORTS MOBILE WORKING

ABOUT

Cove Recruitment deliver a wide range of recruitment solutions for various industries across the UK. As a new business it was important to have effective communication between their employees and clients.



KEY SOLUTIONS



KLOUDPBX PHONE SYSTEM

Cloud-based phone system with the latest technology.



NEW HANDSETS

With key features such as do not disturb and call forwarding.



SELF-MANAGEMENT

Ability to manually make changes to the system by using the simple web portal.



MOBILE APP

Connects smartphone to KloudPBX. Field-based staff can stay connected to the office when out on the road.

This tool can establish if the person you want to call is online and available. It is also possible to set yourself as 'busy' if you are unavailable where users are able to leave a message. The app ensures no important calls are missed for those trying to reach your extension.



TRAINING PROVIDED

Shown how to use the KloudPBX portal with webinars providing additional support.



ACCOUNT MANAGER

Local manager oversees the companies account and conducts monthly reviews.



ONGOING SUPPORT

The DataKom team is always on hand for any queries.

BUSINESS CHALLENGE

- ✓ Cove recruitment had no telephone system in place for their business. It was important that the new solution could utilise a broadband connection already in place and the ability to support mobile working.
- ✓ Communication is key to the business. Enquires are dealt with daily, relationships with clients need to be maintained, and new business acquired - therefore the new solution must be fit for purpose.
- ✓ To work more efficiently, a central telephone system was essential, as well as providing desk handsets and connecting additional business devices. This would support unified communications, enable streamlined interactions and lower overall costs.
- ✓ The recruitment specialists also required reliable support and assurance that its telecom services were being properly maintained.



We had a cloud phone system installation with Datakom and the whole experience was completely seamless. They also provided a mobile app which is perfect for staying connected when we are out of the office.

Kimberley Rhodes, Director

