



CASE STUDY

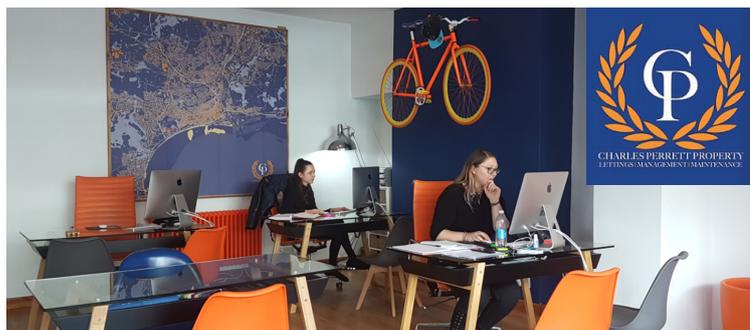
ESTATE AGENT

CHARLES PERRETT

FEATURE RICH PHONE SYSTEM FOR GROWING ESTATE AGENTS

ABOUT

Charles Perrett Property Ltd is an award-winning letting, sales and property management agency based in the centre of Swansea. It is a national, reputable and knowledgeable company which provides services to all aspects of the property industry.



KEY SOLUTIONS



CENTRAL PHONE SYSTEM

All sites connected with one phone system.



FIBRE BROADBAND

Upgraded to a super-fast internet connection.



AUTO ATTENDANT

Automated attendant handles incoming calls and out of hours call forwarding.



ICALL SUITE

Award-winning call management tool. Delivers call reports which give insight into peak hours, number of answered and missed calls, customer engagement and fraud detection.



MOBILE APP

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



GEOGRAPHIC PHONE NUMBER

Allocated additional phone numbers with different area codes for a bigger company presence.



ACCOUNT MANAGER

Local account manager oversees the companies account and conducts monthly reviews.



ONGOING SUPPORT

The DataKom team is always on hand for any queries.

BUSINESS CHALLENGE

- ✓ Communication is key to the business. Sales and lettings are dealt with daily, relationships with existing customers need to be maintained, and new business acquired.
- ✓ The field-based staff, estate agents and support and maintenance teams needed to be in constant contact with one another to receive call-outs and updates.
- ✓ They also required 24/7 support, and a back-up option in the event of any service disruption.
- ✓ Charles Perrett Property wanted to remove the need for a full-time receptionist, while implementing an automated call routing facility. The company also needed to view the status of calls, in order for all calls to be handled and returned in a timely manner.
- ✓ The final challenge was that the existing analogue lines were unable to support the hours of call management.

DataKom was recommended to us by another business. We needed to work with a company that could support our growing needs as a business, and DataKom has done that for us. The 24/7 support and accountability we receive gives us the confidence that we know our telecoms are in safe hands.

Charles Perrett

