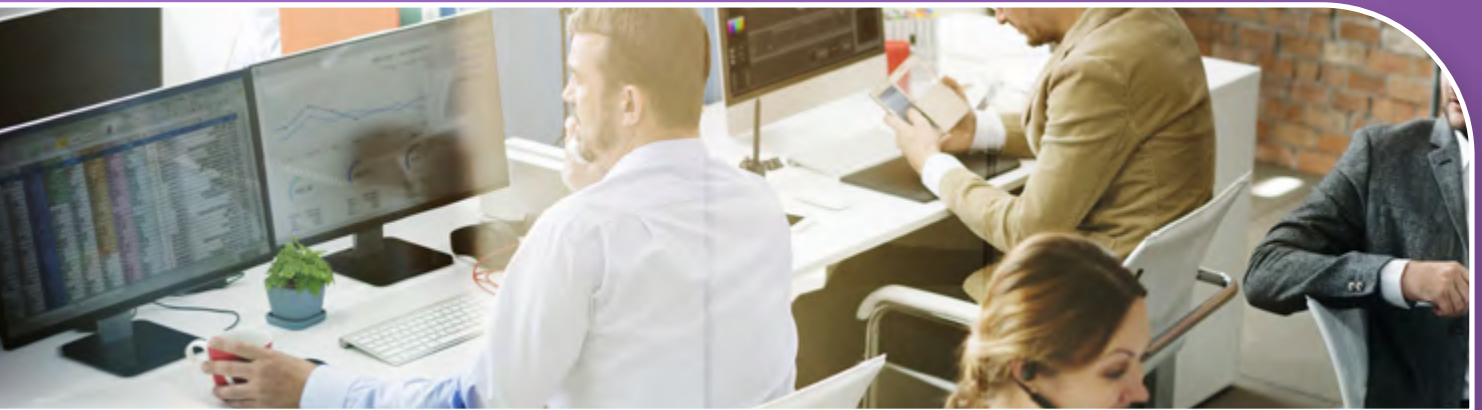# TMT Telephony

The TMT Telephony portfolio covers on-premise solutions, managed support and our expert call centre, to ensure your company can continue to collaborate and communicate.
Our telephony services give customers peace of mind, safe in the knowledge that we will resolve any problems quickly and efficiently, should they occur.

MANAGED TELEPHONY SUPPORT

Our maintenance and support contracts give you peace of mind, safe in the knowledge that should any problems occur, we will resolve them safely and quickly. Leveraging our ITIL accredited service desk, Tailor Made is fully committed to the highest standard of support. Our telecoms maintenance service is provided with our comprehensive service level agreements and is available around the clock 365 days a year.

Accredited - Fully qualified engineering support with our trusted partners, including NEC, LG Ericsson, Microsoft, Unify, Gamma, BT, and Mitel.

Industry-leading SLA - Our average monthly response SLA is 96%.

Customer Portal - Logging requests through our portal offers quicker response time from our support desk and easy contact between your business and the engineer working on your resolution.

Monitoring - Our support desk monitors your system to ensure any faults are identified and resolved before impacting your day-to-day business operation.

Remote fix - Diagnostics and programming delivered remotely by our qualified engineers reduces our fix time down to industry-leading levels.

CONTACT CENTRE

Contact Centre agents are also provided with additional information, such as the language in which to greet a caller.

Each customer call or email reaches the right person, first time, every time. Every employee, wherever they are, can act as an agent while doing other tasks. All agents have access to advanced Unified Communications functions like Presence Management, Instant Messaging, DECT, and Mobile Messaging.

Improve your customer service - Skills-based routing means callers experience quicker, more efficient service.

Measure and manage your team - Improve their performance daily through call activity tracking and reports.

Keep your customers satisfied - The call-back feature means customers who are unable to hold can leave a message and receive an automated call-back when it's convenient for them.

Offers customers a variety of media types - Multimedia Queuing delivers all your communications to your agents in the familiar way calls are delivered and prioritised.

Motivate your team - Dynamic wallboards encourage healthy competition between agents with performance levels displayed in real-time.

ON-PREMISE TELEPHONY

Partnering with industry leader NEC, Tailor Made provides a range of telephone systems for UK businesses of all sizes, adding value and flexibility for future growth.

A full range of connectivity options - On-premise solutions are fully compatible with either session-initiated protocol (SIP) or traditional fixed-line services.

Modular Architecture - A modular design provides a cost-effective and scalable solution, ensuring a return on your investment.

Manage your teams' activities - Real-time, 'birds-eye view' of all your teams' communications and meeting status, even when working remotely. Our on-premise telephony service offers automated reports analysing call activity, abandoned call rates, history, and even displays live statistics of your company's communication performance.

Multi locations - Multiple sites can be linked, creating a seamless user experience. Take advantage of free inter-site call traffic, centralised call handling, shared applications, and disaster recovery.

A full range of devices available - We offer a wide variety of handsets that are feature-packed to improve the user experience including desktop, wireless, and softphones.