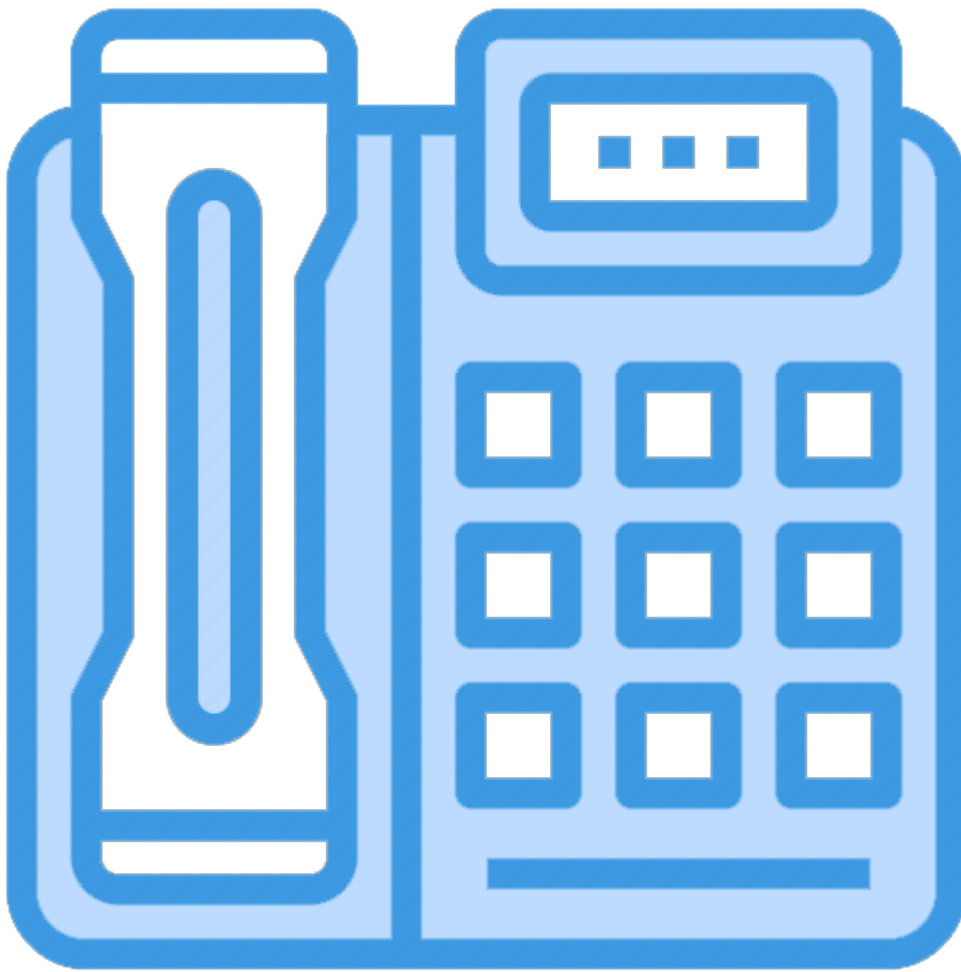




## Telephony

Evotec's Telephony division specialises in the design, installation and support of telephony solutions and complementary applications. Our portfolio consists of solutions from four key vendors: Siemens Enterprise Communications, Alcatel-Lucent, LG-Ericsson and Hybrex. Technology



## PABX

Offering a range of options that can fit your requirements offering greater flexibility when communicating internally and externally.



### Unified Communications and Collaboration

A collection of technology and software that combines enterprise communication methods with collaboration tools such as virtual whiteboards, real-time-audio and video conferencing and enhanced call control capabilities.



### Call Centre Solutions

Fully functional Call Centre Solutions, including features such as, advanced call handling and routing capabilities, collaboration functionality and detailed analytics.



### Computer Telephony Integration

Enabling computers to interact with telephones, often used to describe desktop interactions that improve employee productivity. Screen pops, click to call and call transferring are only the tip of the ice berg .



### Voice over IP

A method and group of technologies for the delivery of voice communications and multimedia sessions over IP networks, such as the Internet.



### Call Recording/ Reporting/ Accounting

By capturing and recording your business telephone usage and events you can monitor calls for data analysis and reporting. Helping you do everything from identifying call types to tracing the origin and duration of calls.

**Find Out More**



### Bill Analysis

If you have never completed a telecommunications bill review you could be paying more than you need to, paying for services you do not use or using technologies that don't suit your business

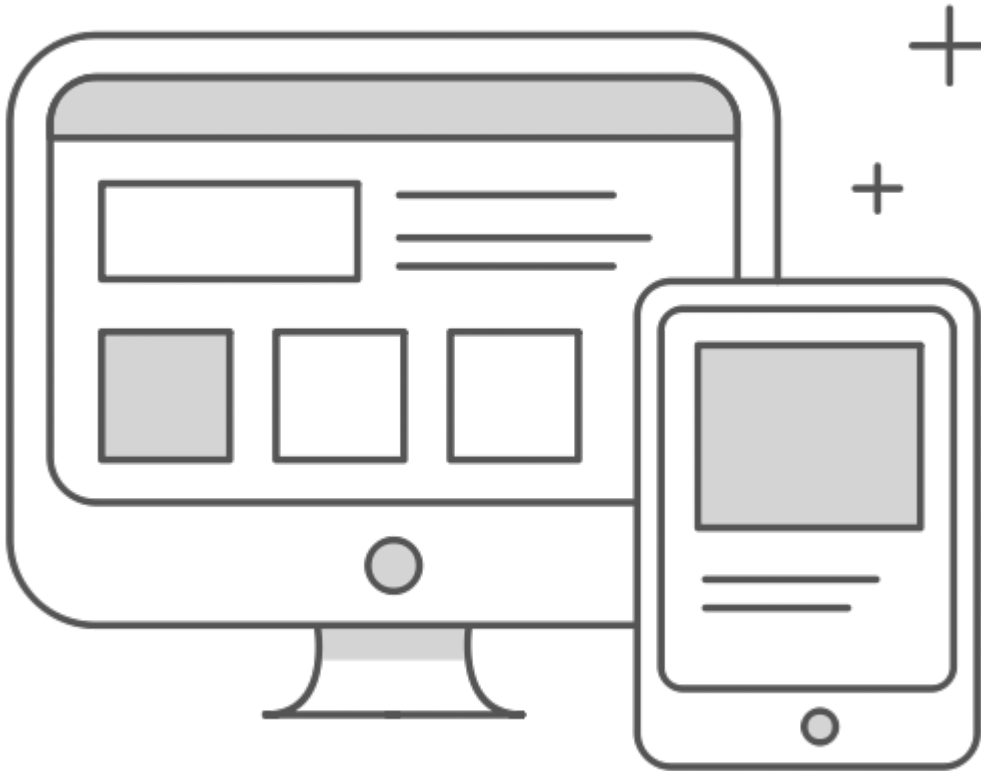
**Find out more**



### AlaRm Monitoring and automating actions

Multiple solutions, offering wide-range functions that facilitate and optimise business processes and alerting procedures in combination with emergency calls and security incidents and enhance efficient crisis communication.

[Find out more](#)



### Contact Centre

Integrate Contact Centre to improve customer service. Answer more calls with less staff. See the calls waiting and allow VIP customers to get through first. Measure how well you service your customers through advanced reporting. Improve customer service and first contact resolution

[Find out more](#)

*“coverage has significantly improved efficiency”*

### About us

With a portfolio unequalled in its breadth and flexibility, over 30 years’ experience and three national offices, Evotec are committed to designing, implementing and supporting innovative technology solutions based on the unique requirements of your business.

### Contact Us

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- Certified Engineers and Field techs
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