

COMTEL i PROFILE



An informational Application Profile

COMMUNICATIONS CHALLENGES

Visit Buffalo Niagara is the lead organization promoting the many attractions and things to do in WNY. VBN is funded by Erie County from monies accumulated from collection of bed taxes paid by visitors. Its daily work in marketing and sales makes it imperative to have a smooth, easy to use, and reliable telephone system. VBN turned to Comtel and our Toshiba product for delivery of a user-friendly experience, with desktop software tools and ACD routing for their busy agents.

PREVIOUS ENVIRONMENT

VBN transitioned from an older key telephone system with limited capacity for managing their traffic requirements.

SOLUTIONS BRIEF

Comtel has served Visit Buffalo Niagara since the 1990's. The current environment consists of a Toshiba digital system, voice mail, unified messaging, ACD, desktop soft client, and numerous peripherals that provide an integrated environment.

THE CUSTOMER VIEW

Judy Smith, Director of Administration

Comtel has been a preferred partner of Visit Buffalo Niagara for more than 20 years. As our organization has grown and changed over the years, they have provided creative solutions that have been affordable and efficient. Comtel's sales, service and training staff are among the best I've ever worked with."



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CUSTOMER: VISIT BUFFALO NIAGARA BUFFALO, NY

SOLUTION:

- Toshiba Digital System
- Unified Messaging
- ACD
- Desktop Client

PROFILE:

Visit Buffalo Niagara sells and markets the region's assets and attractions to visitors outside the Buffalo Niagara area as a convention, tourism and leisure destination for the economic benefit of the community. VBN is Erie County's lead marketing organization for conventions, meetings, amateur sporting events, cultural and heritage tourism and consumer travel.

WIN-RESULTS:

- Improved Call Handling
- Integrated Environment
- Efficient user Tools



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