

*shift*eight™ telephone systems manage the integrated communications of call centres, single-branch companies, multi-branch companies and corporates.*



Debt Collection Group, South Africa: Call Centre PBX

When a debt collection call centre needed to expand from 60 seats to 750+ seats, they installed a shift*eight™ telephone system. Currently, this call centre processes thousands of calls per day and continues to benefit from many of the shift*eight™ smart features: call recording, agent queuing, call cost reporting, automatic dialling, integration with CRM applications; all backed up with professional Asterisk support.

Awards and Incentives, Cape Town: Call Centre PBX

In 2007, SA's leading brewer ran a rewards campaign during the Rugby World Cup. The awards company tasked with running the campaign selected a shift*eight™ telephone system to run the call centre. The campaign meant receiving hundreds of calls from patrons entering promotional codes to check if they had won and then processing the payment for the lucky winners. The implemented solution was fully automated and handled hundreds of concurrent calls, creating an efficient and powerful campaign for the awards company. After the success of the campaign, the installed shift*eight™ telephone system remains an integral part of the company's call centre environment.

Packaging Company, South Africa: PBX

In seeing the value of the features of new VoIP technology, a multi-branch nationwide packaging company installed shift*eight™ telephone systems to manage their communications. After installing a proof of concept at their head office in Cape Town and seeing the vast improvement in the speed and ease of communication as well as the ability to self-manage, they promptly implemented shift*eight™ telephone systems at branches countrywide.

Digital Agency, South Africa: PBX

When one of South Africa's top digital agencies were struggling with their Telco infrastructure, they turned to VoIP and to Clarotech for a shift*eight™ Asterisk PBX. shift*eight™ brought stability to their communications while adding high-end features without license fees.

Client Comments

"Thank you very much for your efforts, without your assistance we would not have had a successful campaign."

"The Clarotech team has a good understanding of our business as well as excellent technical skills, and they deserve a lot of credit for delivering the project on time."

"Thank you for the great efforts you put into getting the new system in place and all the support you offered on our go live day."