

2-Client Strategy for
ChefSek Functionality



Change Driver

After a year of using MS Teams as a comprehensive telephony and collaboration solution, a financial consulting company realised that its telephony requirements were not being fully met.

None of the boss-sec and group pick-up functions could be covered satisfactorily. In addition, although the existing call recording solution on MS Teams worked, it led to delays in establishing connections.

The users were so dissatisfied that the management considered changing the telephony solution again, as essential telephony functions could not be mapped in MS Teams.

DAMOVO





Damovo Approach

Based on the required functions, Damovo recommended setting up a proof of value with Cisco Webex Calling.

The Webex Calling soft client and the Cisco phones were able to successfully map the complex call flows and boss-sec constellations. This led to the decision to use Cisco Webex Calling for telephony in the future.

MS Teams will continue to be used in parallel for meetings and collaboration. As a result, two different clients are now being used.

The existing recording solution was replaced by Dubber, which is natively integrated into the Webex Control Hub and is therefore very easy to administer. The delays in call setup were thus eliminated.

Damovo was able to dispel the initial scepticism of the employees through training and transparent communication, thereby ensuring the success of the roll-out.



How the **employees** benefit

Reception staff can fully control forwarding within the team or to specific people.

The use of the new end devices increases flexibility, as all functions can be carried out both on the phone and in the app.

The rapid connection setup during recording led to a significantly improved user experience.

How the **company** benefits

Financial advisory companies have recording obligations in accordance with MiFID II. With Dubber and Webex Calling, this is now implemented quickly, securely and scalably.

The company delivers better customer service as the calling processes run smoothly and has happier employees.