400+ User Car Dealership to Use Pulsar360 to Connect All Locations

Case Details

- Car dealership was on a legacy premise-based PBX through Avaya.

- They needed to connect 5 remote sites with 400+ users, have a failover option built in, and use their data center space.

- They required reporting analytics including queue stats, abandon rates, abandon call details, and call tracking for marketing campaigns.

Pulsar360 Solution

- Deployed a Hybrid VoIP Solution utilizing Pulsar360 SIP Trunks
    - 1000 Station PBX Server at the user's Main North Network Hub
    - 300 Station Server for back up deployed at their secondary south location
    - Backup to the Cloud if both sites are down

- The phones had multiple registrations to both premise-based PBX's and the cloud in case a failover was necessary

- Sales employees had applications deployed on their smartphones so the receptionist can dial the reps by their extensions