



For further information please contact:

Voyager Networks Ltd

Email: - marketing@voyager.net.uk

Tel: - 0870 1709700

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Voyager Networks Solve Muir Group's Contact Centre Needs



Voyager Networks has won a contract to provide Muir Group Housing Association with a Cisco Contact Centre Solution, enabling them to save time, reduce costs, simplify processes and improve tenant service.

Muir Group Housing Association who operates a portfolio of around 4,500 housing units across the north and west of the UK works in partnership with over 20 local authorities within 5 regions of the Housing Corporation.

Muir looked to Voyager Networks for the provision of this 'Contact Centre'. Voyager has a long standing relationship with Muir and has worked on a number of projects with them in the past including installing Cisco IP Telephony and Unity Voicemail system so Muir were more than confident that Voyager would deliver the correct products and services for the project.



Mark Gould, Technical Systems Manager at Muir Group Housing comments 'As we have worked with Voyager on numerous projects previously we were certain that they were the right choice to implement this project. Voyager's project management and technical skills have proven invaluable to us in past projects and we are positive that Voyager has chosen the right solution for our needs.'

Muir currently operates a Contact Centre utilising the Hunt Group functionality within their existing CallManager software previously installed by Voyager. Muir wanted to implement a 'Contact Centre solution in order to provide a higher quality of service to their customers whilst also being able to acquire more information on the performance of their Contact Centre Agents.

Voyager upgraded Muir's existing version of Cisco Unified CallManager (4.2) to version 6, whilst also upgrading their Unity software for voicemail functions.

Voyager followed by deploying the Cisco Unified Contact Centre Express Premium for the project which includes Cisco Workforce Manager and Cisco Quality Manager.

Workforce Manager analyses call statistics, forecasting and leveraging historical data within flexible reference periods to estimate call volume, distribution and handling time, the results are allow contact centre agents and supervisors to meet established service goals. The Cisco Quality Manager will help improve the effectiveness and productivity of Muir's new contact centre by using unique interactive edge recording architecture to capture digital voice and screen data to monitor all activity. Allowing supervisors and management to review agent evaluation results and drill down into



the actual contacts themselves to insure actual customer contacts are meeting or exceeding the Muir's quality standards.

For more information on this project or alternatively to discuss your requirements please contact Voyager Networks on 0870 1709700.

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Notes to Editors.

For further press information please contact:-

Sophie Russell
Marketing Assistant
Voyager Networks Ltd
Email:- sophie.russell@voyager.net.uk
Tel:- 0870 170 9700

About Voyager Networks Ltd

Voyager Networks develops and deploys secure Internet Protocol (IP) communication network solutions for private and public organisations throughout the UK. Established in 1993, Voyager's core strength is adopting new and advanced technologies and translating them into effective solutions that deliver genuine business value for its customers.

Voyager has implemented a range of tailored Unified Communication solutions, many of which are pioneering in their sector, for customers across a broad spectrum of private and public sector organisations. Voyager's customers include British Airways, Regenda Housing Group, Random House Group, The Lawn Tennis Association, West Dorset General Hospitals NHS Trust and Bovis. For more information on Voyager and its services please visit the website – www.voyager.net.uk