

■ Bringing software and telephone systems together

Advances in technology now allow business application software and telephone systems to operate together, enabling enhanced functionality. These important developments offer ADP customers significant opportunities to increase efficiency, reduce costs and improve levels of customer service.

ADP has used its experience and understanding of the automotive trade to design ADP Talk, a range of comprehensive and flexible telephony solutions to meet the specific needs of a customer's business requirements. With integration into the ADP Autoline dealer management system, ADP Talk products deliver process improvements, extended functionality and best investment value.

■ ADP Talk – complete telephony solutions

BusinessVoice

Single site digital telephony delivered using Nortel BCM. Cost-effective solutions with great functionality.

HostedIPT

A fully hosted single or multi-site solution using Cisco IP telephony managed by ADP.

EnterpriseIPT

A Cisco IP Telephony solution with infrastructure owned and hosted by the customer.

CAS Dealer*

Dealer specific call management solution providing 'click to dial', presence visibility, controlled call handling, reporting and integration with Autoline.

CAS Contact Centre

Fully-featured Contact Centre product providing 'click to dial', presence visibility, call queuing, reporting and integration with Autoline. This is only available with HostedIPT and EnterpriseIPT.

* installation subject to compatibility to existing telephone system.



“ADP offers a unique capability, which combines the benefits of integration with Autoline and advanced high performance telephony. It is the logical choice.”

■ Business needs

ADP Talk solutions are designed to meet a wide range of business scenarios with the capabilities of fulfilling both operational and strategic telephony requirements.

- Upgrade/replace existing telephone systems
- Access latest telephony features and functionality
- Lower the cost of inter-company calls
- Share call handling across locations
- Mobilise staff by providing remote call pick up, call divert and voice mail facilities
- Integrate telephony processes with Autoline, for example, 'screen popping' and 'click to dial'
- Save time and improve customer experience by directing calls to right person at the right time.
- Outsource telephony management where internal resources are limited

■ Single point of contact

ADP provides a single point of contact that offers a variety of service levels and support to suit business requirements.

For further information please contact your account manager on 01635 214242 or email dsi_sales@adp.com



NORTEL

ADP is certified as a Nortel SMB Converged Solutions provider.



CISCO

ADP is a certified Cisco Premier Partner.

