

## CALL-BACK: COST SAVINGS & CONTROL FOR INTERNATIONAL CALLS



Call In Progress, Progressio Group's branch, is specialising in language courses over the phone for professionals. The company is linking professors abroad and students in France.

### CHALLENGE

The professors are mainly located in the U.S.A and Canada. The students are employees from major accounts located in France. Professors should not be charged when they call a student.

So, Progressio was offering prepaid cards to the professors even if no subsequent inspection of good usage of the cards could be made. Call costs were likewise significant.

In relation to this information, Progressio was not ready for a solution that consisted in a manual connection with the switchboard.

### RESULTS

In 2007, NTT Europe, which is Progressio's supplier, installed a QuesCom appliance in pass-through mode on the PRI link between the Alcatel switchboard and the landline operator. For security purposes, the professors' numbers were gathered in a database.

At the beginning of each lesson, the professor dials a Progressio's dedicated number. The system automatically identifies the caller from the phone number. The call is not connected, and thus not invoiced.

This triggers afterwards an automatic return call to the professor who is prompted by a dial tone to dial the student's number. As a result, Progressio's phone number is displayed on the student's device.

### TECHNOLOGICAL ENVIRONMENT

- Alcatel switchboard with a PRI connection towards landline operator's network
- QuesCom appliance Q412-0G-2P

### BENEFITS

The QuesCom solution installed by NTT Europe is totally satisfying. No intervention was necessary on the PBX.

- Professors and students call for free
- Calls are centralised and controlled by Progressio
- Call costs are optimised
- Simplicity and stability of the solution



*"With QuesCom, our customers are ensured of having high quality courses over the phone, without any technical complexities. Call costs are optimised and are incurred neither by the students nor by the professors abroad."*

*Adrien Lefèvre, Project Manager, Progressio.*



NTT Europe markets its solutions and

services in France since 1991. NTT Europe, whose headquarters are based in London, was founded in 1989. NTT Europe is NTT Communications' European branch, the Japanese International Telecom Operator for Long Distance calls.

Contact: Jérôme Remars - [j.remars@ntt.fr](mailto:j.remars@ntt.fr)