

# Stronger customer relations and improved availability

Whatever your company does, effective communication with your customers is crucial. With Aurora teleQ and Aurora spondi you can deliver unique customer service and stay in full control of all your calls.

Keeping the conversation with your customers all in one place means you can focus on what your company does best while providing world-class customer service. You can use our products to plan your time more efficiently and improve the welcome you give your customers. You can also improve working conditions for your employees. It's up to you to decide how customers can contact you.

## aurora teleQ

### Unique customer service

Aurora teleQ is an advanced cloud based communication solution for all businesses and organisations that need to stay available with high inbound call volumes. Aurora teleQ has a unique, scheduled callback function that spreads calls over the whole day, so the same number of people have time to answer more calls. Staff can prepare for each call and deliver world-class customer service.

## aurora spondi

### Keep track of all your calls

Aurora spondi is a next-generation mobile switchboard for professional and flexible call handling. With the smart Response Groups module you immediately see who is calling, the activated response group, and which other colleagues are being called. You can quickly set an absence, choose to answer the call from the interactive menu, or record a personal absence message. Aurora spondi makes it easy to record and save your calls.



-  Training
-  Consulting
-  Development
-  Management
-  User support
-  Technical support

### Our services improve availability and service

We offer a range of services designed to give you the confidence to grow along with our products. There's everything from training to active management and support, all designed to help you get the most from our products.

**To find out more: 018-19 44 40,  
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Aurora Innovation helps businesses and organisations improve their availability and make it easier for people to get in touch. We offer flexible communication solutions that contribute to better customer service and a positive work environment.