

# Easy to communicate with the smartest response group system on the market.

Do you work with people who tend not to sit at their computer all day? This module makes it easy to create response groups without a common platform. Your staff connect to the response group by phone so they aren't tied to a fixed workstation or a particular phone line.

The Response Groups module is an advanced, non-switchboard based queuing service using mobiles, landlines or IP telephony. The phones for the response group are defined in Aurora teleQ, making it easy to vary the composition and size of the group.

## Flexible and smart

The module lets you define any phones you like and any number of users. That's why we say it's the most flexible response group system around. The module is perfect for companies and organisations providing on-call services. On-call staff can all be reached on the same number, saving you unnecessary administration work.

## Easy login

All members of the response group have their own personal login. Agents simply log in from their phone. The module receives the inbound calls and connects them to available agents. If all agents are busy, the call is placed in a queue.

## Meeting your needs

Simple, reliable and flexible telephony is a must, especially for companies and organisations providing on-call services. The Response Groups module can be combined with our other modules to meet the particular needs of your company.



## Benefits of Response Groups:

- Easier communication.
- Everyone in the response group is reached on the same number.
- Flexible – you can work from any mobile or landline.
- It's easy to change or add people to the response group.
- Quick and easy access with personal logins.

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