



Road Shark Logistics Fishes for New IP System; Epygi Delivers

Road Shark Logistics is a freight brokerage company offering solutions for nationwide transportation needs. Known for their excellence in customer service, Road Shark aims to regulate shipping costs and improve the overall delivery experience by utilizing the best technology and equipment.

Since the firm acts as liaison between consumers and the appropriate carrier companies, communication is an essential part of business. Road Shark Logistics focuses on maintaining efficiency and consumer satisfaction by finding custom-tailored solutions for each delivery. From large truckload shipments to smaller packages, Road Shark Logistics offers multiple shipping methods. Deliveries can be expedited if necessary, offering convenience to all customers.

Moving Forward

Whilst striving for the best in transportation services, Road Shark Logistics searched for the best in telecommunication systems. Road Shark Logistics desired to improve office reliability, customer accuracy, and call costs; in short, all the latest features in IP phone systems. They found this in Epygi Technologies.

In as little as three hours, Epygi's Value-Added Integrator Teleprime had successfully installed the product. To accommodate all the requirements of the company, Teleprime set up a QuadroM32x with snom 870, snom 320 and snom MeetingPoint IP handsets. The company took advantage of some extra features including Automatic Call Distribution (ACD), Call Recording and Barge-In.

The ACD key facilitates customer service by controlling call center software through a menu. Therefore, callers are led to the exact operator of their specific interest without creating any confusion between existing and future orders. Call Recording ensures every customer's request is documented for quality purposes. Barge-In eases employee training with three different feature options. The first allows supervisors to "whisper" directions privately to a trainee during a call.

The second feature of Barge-In provides for uninterrupted call monitoring. The third and final feature is the Barge-In itself, where employers can interrupt calls and speak directly with the consumer. These licensable features create a productive and effective work environment. Only Epygi Technologies could offer such a feature-rich system for such an affordable price.

About Teleprime

In business since 1992, Teleprime delivers best of class turn-key communication solutions for our clients. Our solutions enable our clients to respond at the speed of business, build stronger relationships, and reduce the costs associated with connecting to their customers. With over 20 years of worldwide experience with signaling, interface, VoIP and IP PBX technologies, Teleprime has implemented solutions in over 80 countries worldwide.

Our products and services include: Voice Services, (PSTN, POTS, SIP trunks and VoIP); Data and connectivity Services, (DSL, Cable, T1 or higher); Small Business PBX (Phone systems – Key systems, IP systems or hybrid).

The Quadro series products give our customers the best of both worlds, the reliability of the traditional legacy network and cost efficiency of the IP network.

About Epygi Technologies

Epygi Technologies, Ltd., a worldwide provider of award-winning IP PBXs and gateways supporting small businesses to enterprise's telephony needs, is a private U.S. company founded in 2000 and headquartered in Plano, Texas. Reliable, secure, easy to install and use, Epygi's products offer users outstanding benefits and an unparalleled range of features at very economic prices. Customers are able to improve their productivity, lower operating expenses, enhance their image, while affording the latest in telecommunications equipment. Visit us on our website, follow us on Twitter, like our page on Facebook and join our LinkedIn group.