



NEW TELEPHONE SYSTEM INSTALLED AT THE OFFICE OF THE MOTOR INDUSTRY OMBUDSMAN TO FURTHER IMPROVE ITS SERVICE TO THE CONSUMER.

Due to the ever increasing number of telephonic requests for assistance and advice received by the office of the Motor Industry Ombudsman, the previous telephone system could no longer cope with the volume of calls. The previous system did not have enough incoming lines, had no all round management system or recording facility. As the system also had no engaged ringing mode, consumers increasingly reached a phone that was just ringing although all the lines were engaged.

To solve this problem and to further improve the service to the consumer a Siemens HiPath Pabx system with a fully automated management system and auto attendant was installed during the first two weeks of May 2012.

The management system makes provision for the recording of some incoming and outgoing calls to conciliators for training purposes. This will make a major contribution to a more effective and quick way of handling consumers telephonic enquiries. The system will also enable management to capture data that can be used for planning and research purposes.

The auto attendant function will guide the caller through different options to ensure that the call is answered by the correct department or person in the shortest possible time. Another time saving option of this function will allow the caller to access the telephone numbers and e-mail addresses of other Ombudsman handling vehicle related matters, such as financing and insurance, should that be required.

If all the lines are busy the new system will now ring engaged, minimising caller frustration.

The new contact numbers from 21 May 2012 are:

Telephone: 086 11 64672 or 086 11 MIOSA

Telephone: 010 590 8378

Fax: 086 630 6141

E-mail: info@miosa.co.za

Postal address: Suite 156, Private Bag X025, Lynnwood Ridge, 0040