



Application – Bank with nine locations

Products Used – Coral IPx, Coral Navigator, VoIP

Details – Seamless integration to each location and CTI applications for collections



CENTURY BANK

Florida Bank Relies on Tadiran Applications



Century Bank FL is a community bank that prides itself in providing personalized service to each and every customer. In fact, branch employees know many of their customers by name. When your goal is to provide the exceptional customer service, retain existing customers and draw new customers, then a seamless communications system is a must.

Navigator Unified Communications - "Click and Dial" and "Call Record"

In addition to needing bullet-proof telephony and ease-of-use for each branch, Century Bank also insisted that staff members at each location should be accessible through-out the organization. Tadiran Partner- Global Communications installed Tadiran Coral IPx systems to complete the communication back-bone for the bank. The Coral Navigator takes the power of the Tadiran system with integration into Microsoft Windows applications. In addition to unified communications functions like integration of voice, voice mail, fax, and instant messaging, the Coral Navigator also allows dialing from any PC application and a robust call log. Century's outbound call center uses this powerful application to place calls from their collection's software application without manual dialing. Calls can also be recorded on demand. Each agent prints the Navigator call log as their record of calls made. The powerful log provides search and filter functionality. The Navigator saves several seconds of time on every call as well the best possible record and logging to make sure Century complies with all the necessary requirements.

Date / Time	Contact Name	Phone Number	Expiration
7/18/2008 5:06 PM	ELIZABETH FRITZ	7223	7/28/2008
7/18/2008 3:19 PM	ELIZABETH FRITZ	7223	7/28/2008
7/18/2008 12:33 PM	ELIZABETH FRITZ	7223	7/28/2008
7/18/2008 12:01 PM	Elizabeth Fritz	7223	25:49 8/7/2008
7/18/2008 11:38 AM	ELIZABETH FRITZ	7223	7/28/2008
7/18/2008 11:31 AM	ELIZABETH FRITZ	7223	7/28/2008
7/18/2008 11:12 AM	Elizabeth Fritz	7223	7/28/2008
7/18/2008 10:58 AM	ELIZABETH FRITZ	7223	7/28/2008
7/17/2008 3:30 PM	ELIZABETH FRITZ	7223	12:05 8/6/2008