

Flexibility for the Nation's Largest Re/Max Office TeleServe Communications & Tadiran America

When the largest Re/Max Office in the U.S. decided that they needed to improve the way their agents communicate, their chosen partner was TeleServe Communications of Indianapolis, IN. After a thorough analysis of the current status and future plans, TeleServe recommended the Tadiran Coral IPx as the centerpiece for Re/Max Preferred of Indiana.



Based in the north location in Fishers, a Coral IPx 500 now serves over 100 agents with varying office profiles. Some agents utilize “virtual office” services while others use physical office space and telephones. “Certain features in the Coral IPx were crucial to this application” says Frank Rust of TeleServe. Auto Station Relocate allows an agent to sit down in any open office cubicle and log in with a 4 digit number. The telephone immediately becomes their phone, and will ring when their telephone number is dialed by a buyer or seller.



FlexiCall is also a critical feature for Re/Max. With the ability to simultaneously link desk and cell phones together, agents can make and receive calls effectively within or outside the office.

Where three full-time operators used to spend their days just tracking which phone numbers each agent could reach that day, these resources can now spend time providing customer service.

The current Coral IPx is networked via IP to a legacy Nortel switch in the south office.

Plans to add another Coral IPx to that office will provide a seamless network solution.

TeleServe Communications, Inc. is an Authorized “Elite” Tadiran Business Partner serving central Indiana. For more information you can visit them at: www.teleservetech.com

