

NTE Cloud Voice

Enabling a charity to support the local community from home.



The Customer

Citizen's Advice Bureau is a registered charity providing free, impartial advice on issues such as debt management and welfare benefits, housing, immigration and asylum, employment, consumer complaints and landlord-tenant disputes directly to the public.

This advice was previously available in a range of community settings such as high street, libraries and GP surgeries, but with social distancing measures in place, access to such drop-in venues was no longer available and the charity needed a new way to deliver its services.



The Challenge

As the UK introduced social distancing measures, furloughing staff was not an option for Citizen's Advice Bureau as clients needed their services more than ever.

Staff needed the communication tools to continue to work from home and provide support to the local community. Seasonal and location-based projects were delivered via local drop-in sites and with the closure of these facilities Citizen's Advice Bureau needed to find a way to continue to deliver these projects virtually.

The organisation was spread across four sites each with their own telephone system and provider. With no centralised telephony system for all employees there was considerable uncertainty around support and set-up for each site. Shifting this mix of telephony services to support a co-ordinated home-working strategy for the whole organisation presented a real challenge for the charity at an already difficult time.

The management team needed to bring the four sites together into one system and provide staff with the tools necessary to perform their office-based roles efficiently from home. Unsure where to get started, they initially considered supplying staff with individual mobiles but realised this would be costly and difficult to manage.

Aware of the need to embrace new technology but unsure how to get started, Citizen's Advice Bureau contacted NTE for guidance.

The Solution

Citizen's Advice Bureau approached NTE initially requesting an additional 10 phones and headsets to support one of the sites as they shifted to remote working. Our product specialist, Dave Inchliffe listened carefully to the challenge they faced and recommended upgrading all four sites to a single, feature-rich cloud solution that could be accessed from any location and multiple devices.

NTE Cloud Voice

Dave recommended the NTE Cloud Voice solution which allows users to securely call, email, chat, share screens, send documents, make video calls and more from a simple web-browser interface anywhere they can obtain Wi-Fi access. Staff could use a dedicated IP desk phone or a soft phone app on their laptop or mobile phone.

The system could also be integrated with a company's CRM system to ensure information is up-to-date and accessible across multiple users.

Key features of NTE Cloud Voice are:

- The ability to see user presence and geo-location data.
- Internal and external chat capabilities for staff.
- Screen sharing and file transfer.
- Access to corporate phonebooks and voicemail.
- Access to a wide range of collaboration features such as video conferencing.



[Find out more](#)

The Results

Since calls are securely carried over the internet, Citizen's Advice employees can now use desk phones while in the office and softphones on their PCs and mobiles at home.

Site location is no longer an issue. With the User Presence feature, CAB's employees can see at a glance their co-worker's availability, making it easier to forward calls and maintain a responsive service across the whole organisation.

The system displays the office number on outbound calls and allows staff to securely access their voicemail no matter where they are located, providing clients with the same level of service and professionalism they would expect from an office based employee.

Volunteers of the charity can share licenses to log into the browser-based platform and pick up calls on a rota. The system is completely scalable with licenses available to purchase as and when required - making Cloud Voice a perfect fit for the charity's future growth.

Managers can react to organisational moves and changes quickly using the simple management tools available to easily re-configure hunt group members and call routing patterns.

CAB's seasonal and location based drop-in services can now be delivered via phone and the organisation are further investigating the potential of the built-in video conferencing to replace face-to-face sessions with clients.

NTE provided Citizen's Advice with the flexible, organisation wide, communications system they needed to manage the challenges of home-working and the closure of their drop-in facilities. Billing is simplified with a simple monthly per user charge and CAB only have one number to call for support of their services.

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After previously working with NTE, we were confident we could rely on the team to resolve the challenges we faced as a result of lockdown. The solution has enabled seamless remote and office working across all four sites with the confidence that staff can turn to NTE for technical support whenever it's needed. The flexibility in their approach enables us to adapt quickly to external changes to ensure the local community receives reliable service no matter where staff are located.

Carolyn Newman
Finance Director