



- ◎ I Want That Course seeks a solution capable of VoIP, customization and a feature-rich call center solution
- ◎ QX2000 and QXISDN Gateways installation allows for high call capacity, Auto Attendant and reliability
- ◎ Epygi comes in at an affordable price point with an adaptable solution
- ◎ I Want That Course now operates with a comprehensive system that provides all of their required features, with many additional free features

Epygi Receives an A+ From I Want That Course

I Want That Course, a leader in the Australian enrollment brokerage field, offers a wide variety of nationally recognized courses and degrees. Their mission is to provide a convenient platform of choice for individuals seeking to better enhance their career prospects.

The company's course advisors are dedicated to providing each student with an experience tailored to meet their specific needs. Due to the need for enhanced call volume capability as well as call management structure, the company quickly outgrew the existing Commander System. To excel at meeting the company's goal of high quality, personalized service to their students, I Want That Course needed a system that they could rely on for VoIP calls, a call

center solution and call recording capabilities. With just one quote, Epygi was able to provide the products I Want That Course had been seeking, to replace their Commander System, at an affordable price point.

Through the installation of a QX2000, paired with 2 QXISDN Gateways, Epygi's product now provides the capacity to manage high call volumes. Also, the addition of the EAC (Epygi ACD Console) allows for queue of calls, a user-friendly web based interface, supervisor roles and many other features necessary for their day-to-day business. Epygi's Call Recording license provides the ability for each caller to receive the high quality service which meets the company's commitment to students.

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