

# Xelion Address Book



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## What does it do?

The address book feature ensures all communications are logged against the correct contact or number.

This powerful feature enables teams to provide professional customer service, with the global address books providing all staff with access to the contact information they need. From previous call logs to last point of contact.

## The benefits

Every call that comes into the platform gets labelled with the callers ID and name if they are in the address book. Staff can share contacts or keep them in a personal address book. Having such easy access to contact information improves efficiency within your team.

The address book feature provides full visibility of when a call took place and who the last person was to speak to them, enabling a seamless experience for staff and callers. An additional feature within the address book is 'normalisation of numbers', which ensures you are always calling using standard rate calls.



## How does it work?

Contacts are always at your fingertips when accessing the address book from any Xelion device (softphone, mobile or desk phone).

The address book ensures the customer service desk has everything to hand, providing the user with all the recent communications attached to the contact or number, allowing them to deliver a professional customer service experience.

**Call:** 0330 122 1761

**Email:** [hello@holbrooktelecom.co.uk](mailto:hello@holbrooktelecom.co.uk)

**Web:** [holbrooktelecom.co.uk](http://holbrooktelecom.co.uk)

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