



SUCCESS STORY – EXCEEDING EXPECTATIONS
“VoxOx In Business has really improved our communications. The phones are crystal clear. The service is great. Connie is awesome. She will remember something that I haven’t totally thought out yet. It is great to have a team that is there to help and support an organization like ours.” Kristina Gibbons -Office Manager

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La Jolla Historical Society

The group charged with preserving La Jolla’s rich history got more than quality phone service when they selected VoxOx In Business – they got **customer service that went above and beyond.**

About La Jolla Historical Society

Founded in 1964, the La Jolla Historical Society is dedicated to the discovery, collection and preservation of La Jolla heritage. La Jolla is a shoreline suburb of San Diego.

The Challenge

Since its founding in the early 1960s, the La Jolla Historical Society has been mostly a one-person organization. In recent years, however, the society has grown to more than six employees as the local community has become more interested in preserving its vibrant, coastal history. To accommodate this growth, the company needed more than a single telephone line with an old-fashioned answering machine. It needed multiple phone lines, new phone hardware, and an auto-attendant that enabled callers to easily pick from multiple selections (for example: press one for the office manager, press two for the executive director, press three for events, etc.). It needed all of this at an affordable price without compromising on voice quality or reliability.

The Solution

The organization heard about VoxOx In Business, which provides hosted unified communications and Internet telephony solutions. VoxOx In Business consulted with the historical society about its unique challenges and came up with a comprehensive package that included nine phone lines and brand new Polycom HD (high definition) phones. As part of its package, the organization received auto-attendant capabilities that enabled it to set up multiple options for reaching different departments or personnel, or hearing different messages. Only one problem remained: the historical society didn’t have

anyone in-house whose voice they could use on the autoattendant, nor did they have the budget to hire a professional voice talent. In stepped VoxOx In Business’ Connie Sanders, who had professional voice experience, and agreed to record the whole phone tree, including updating key fund-raising events on an ongoing basis.

The Result

The La Jolla Historical Society is extremely pleased with its **new communication package, including the voice quality and stability, as well as its new Polycom phones.** Office manager Kristina Gibbons believes the organization saved more than 50 percent over similar packages offered by more traditional vendors. One of the biggest benefits, however, is the autoattendant capabilities, and having Sanders on hand to update key fund-raising events. Each month, Sanders, using scripts from Gibbons, records information about 1-2 new events – lecture series, garden tours, etc. -- that are then seamlessly integrated into the auto-attendant. Gibbons credits the phone feature with keeping members highly informed about upcoming events. ■

