

11 - 12 March 2009
Olympia, London



09
Unified
Communications

VoIP for Business Theatre

CURVE

NEC PHILIPS
NEC PHILIPS UNIFIED SOLUTIONS





Leicester Theatre Trust

- Charity
- Independent organisation funded by the City, Arts Council England and other funding partners
- Produces Theatre
- Part of the 'Big Ten' regional theatres





The project

- £61 million capital project
- Most advanced theatre in the world
- Largest Cultural project in Europe
- Unique concept (inside out)
- £1 million of ICT equipment and systems
- 22 systems - BMS, ticket systems, computerised flying
- 1200 Seats
- Opened by HM Queen





What do we do?



CURVE
LIVERPOOL

26 Feb – 28 Mar 09
curveonline.co.uk
Tickets 0116 242 3595

AS YOU LIKE IT

स्वारेथ न लजाथेली त्रेफ्ठ लपरठोरी

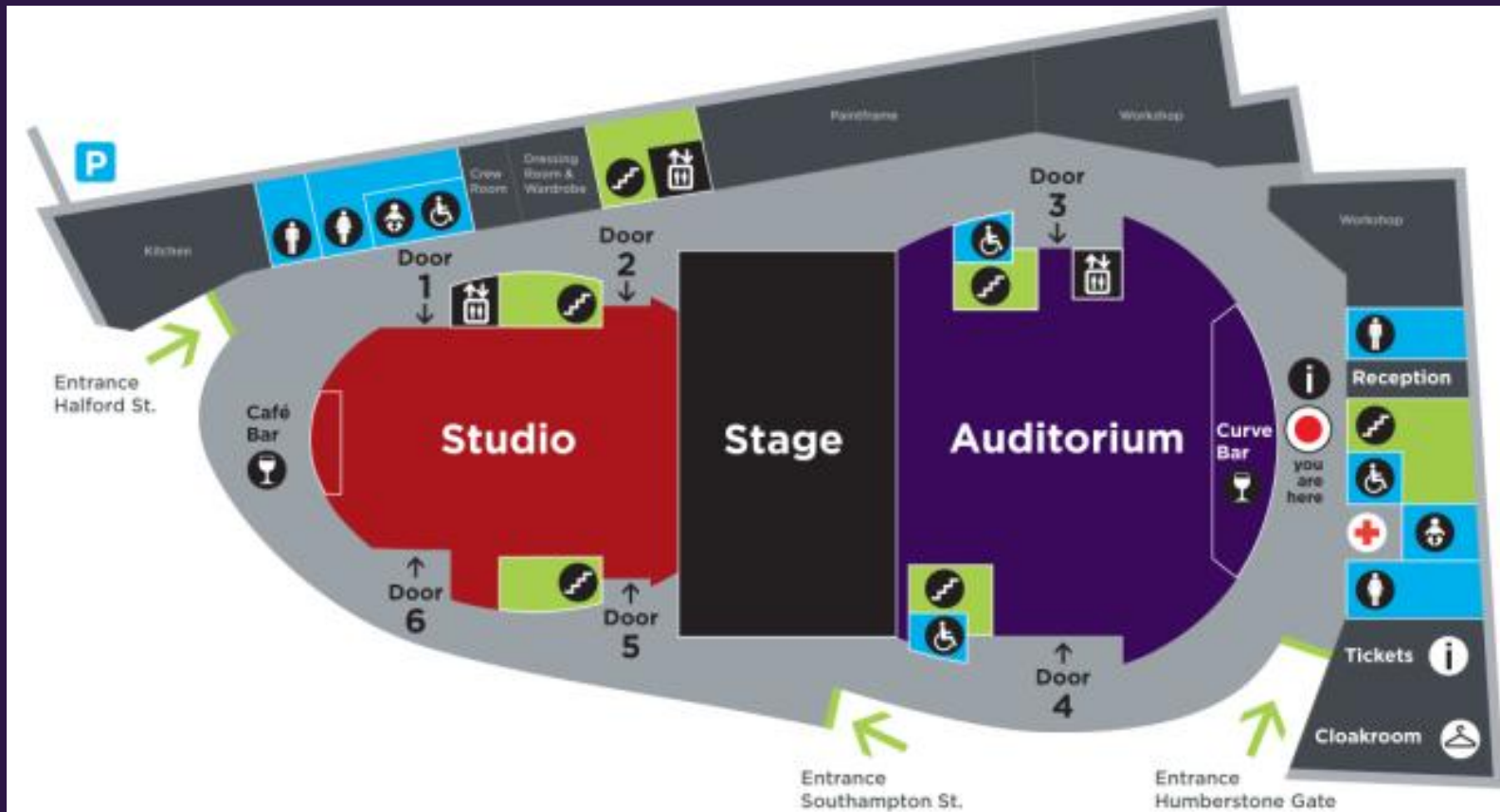
By William Shakespeare
Director **Tim Supple**
Designer **Anna Pleischle**
Composed by **Ashwin Srinivasan**
with **Nitin Sawhney**
Lighting Designer **Jackie Shemesh**

Produced by **Harvey Ingram LLP**
LIVERPOOL
LIVERPOOL CITY COUNCIL
LIVERPOOL AND DISTRICT COUNCIL
LIVERPOOL AND DISTRICT COUNCIL
LIVERPOOL AND DISTRICT COUNCIL





Interesting problem





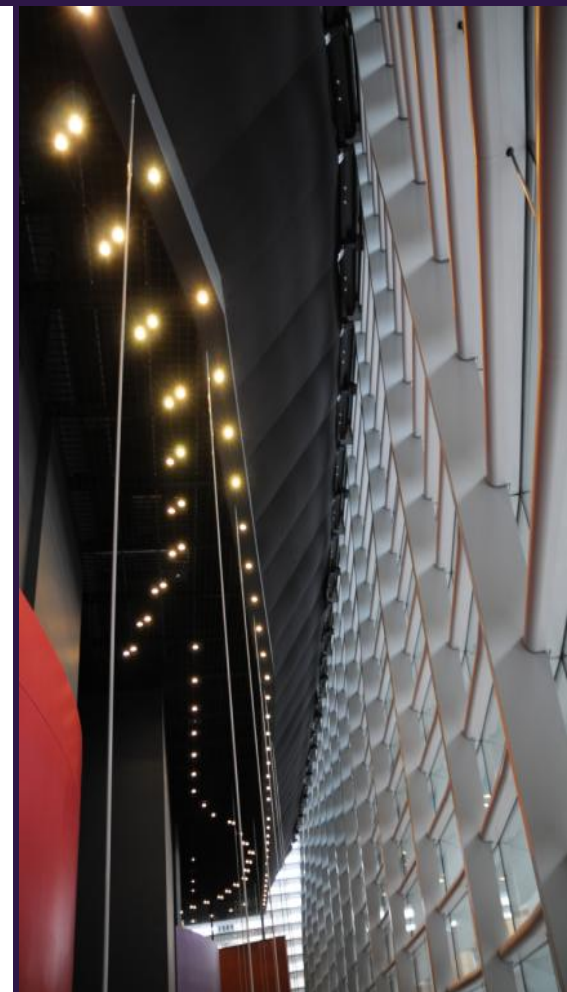
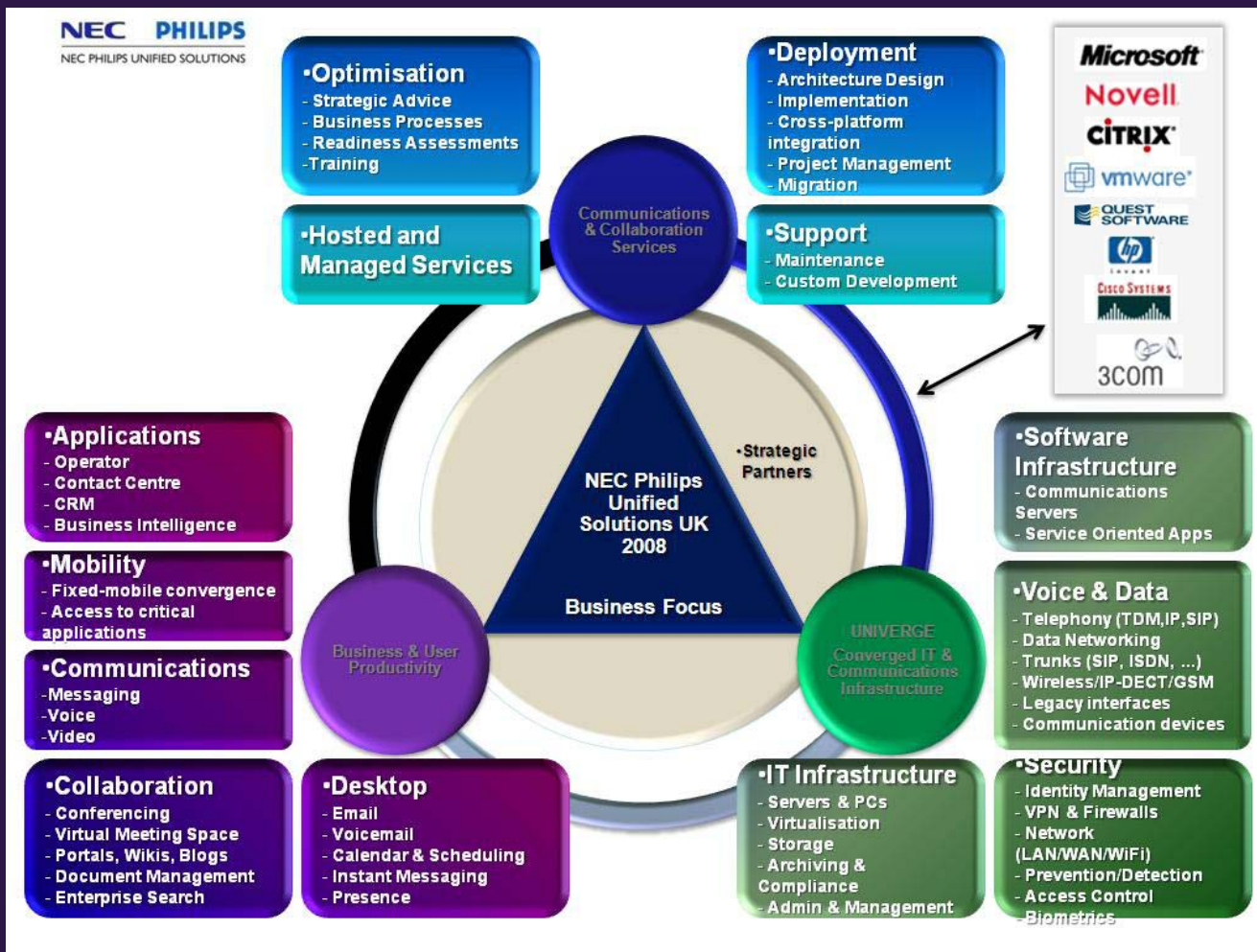
The Script

- To increase the speed and number of ticket sales
- To increase the accuracy and levels of customer data collected.
- To provide effective mobile communication
- To enable integration with other theatre ICT systems
- To enable the organisation to host conferences and events offering a communications provision that can be recharged to the client.
- To improve communication throughout the organisation



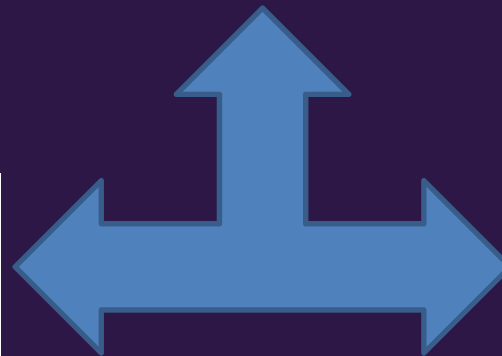


Creative team





Back stage





The cast



Desktop - Paula Stuart

Contact: BarbaraTucker (89578)

Presence: In the Office

Line	State	Caller Info	Origin	Date	Time	Duration	Queue
89589	Awaiting Answer	BarbaraTucker on 89578	Outbound	30/03/2007	10:17:39...	0:02	
Email	Connected	Paula Davies on Paula.davies@zeacom.com		30/03/2007	10:14:56...	2:37	Sales Email

Queue Name	Queue	Calls Queued	Abnd/Tot	Longest Wait	Svc Lvl	Callbacks	Available
Sales	89730						
Chat Support	CHAT SUPPORT						2
SUPPORT FAX	3557211						1
Support	89523	1	1/9	0:15	66%		2
Mary Wong	89566	1 (0)	03:57	Training		Connected	
Sienna Jones	89618	1 (1)	0:43	Queue	Pamela Browne	Connected	
Harrison Lee	89621	2 (0)	08:30	SupervisoryBreak			
Pamela Browne	89610	4 (0)	1:38:27	At customer site	Michele Lee	Connected	
Ann Wilson	89652	0 (0)	00:08	Paperwork			
Jo Caller	+1 (949) 555 4321			External		0:15	Support
Sales Email	SALES@ZEACOM.COM	2	0/1			11:27	100%
Kate Martin	89589	3 (0)	0:15	Queue	Michelle Smith	Connected	
Paula Stuart	89589	1 (0)					
Barbara Tucker	barbara.tucker@zeacom.com			Duration: 0:15	Queue: Sales		
Robbie Stuart	robbie.stuart@zeacom.com			Duration: 1d 19:36:05	Queue: SUPPORT EMAIL QUEUE	Account Inquiry	
				Duration: 1d 20:22:17	Queue: SUPPORT EMAIL QUEUE	Change of address	Sales Email

Resolution: Caller Paula Davies





The show

- Increased the speed and number of ticket sales
- Increased the accuracy and levels of customer data collected, through call monitoring
- To provide effective mobile communication through seamless mobile phone system
- Enabled integration with other theatre ICT systems, with CRM ticketing
- Enabled the organisation to host conferences and events offering a communications provision that can be recharged to the client.
- Improved communication throughout the organisation



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