

AXA Affin commissions Digi's Omni Hotline as preferred virtual office phone provider

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Digi Telecommunications Sdn.

AXA AFFIN uses Omni Hotline to provide more than 150 extensions to employees who can now use their personal mobile phones to answer work calls. With the adoption of Omni Hotline, AXA Affin has moved from a physical desktop phone and complex PABX hardware to a more flexible virtual office phone system.

Omni Hotline's intuitive call management service has made AXA Affin the millennial employer of choice. By installing the Omni Hotline mobile app on personal phones, AXA Affin plans to connect every employee to an office phone extension. With Omni Hotline's call forwarding feature, AXA Affin employees can make and receive calls from a single universal shared office phone number. One of the company's flexible work team strategic goals is to enable employees to connect with customers anytime, anywhere, no matter where they are. This prevents missed calls, lost business opportunities and ultimately customer satisfaction. AXA Affin also intends to use Digi's national telecommunications services to reduce maintenance costs of PABX systems, as well as reduce local and international call costs.

Rohit Nambiar , Chief Executive Officer of AXA AFFIN Life, said: "In this ever-changing digital environment, our customers have become more discerning and their needs are constantly evolving. As a result, we also need to keep pace with the changes Front-end. We at AXA Affin are always exploring digital innovations to serve our customers more effectively, while improving our internal operations. Omni gives us no worries, we will not miss any important calls, and customers will enjoy our Best service. "

Digi's Chief Digital Officer Praveen Rajan said, "We look forward to connecting customers with important people and things through Digi's digital solutions. For AXA Affin, this means equipping employees with cost-effective communications tools to assist them. Handle daily business affairs. In the current digital workplace, mobility and connectivity must go hand in hand. By introducing Omni Hotline to the work team, we are actually helping the company to increase productivity and achieve better internal communication. Therefore, in the long run Their teams can focus on getting more satisfied customers.