

## Q4 Recruitment Case Study

<b>Customer</b>	Q4 Recruitment <a href="#">Wesley Ephson</a> Tel: +44 (0) 870 004 2005 <a href="http://www.q4recruitment.com">www.q4recruitment.com</a>	 <p>“We have found the Xorcom Phone System to live up to its stylish but yet simple operating system. It has excellent features and as a result, has been able to add value to our business.” - Wesley Ephson, Managing Director, Q4 Recruitment</p>
<b>Industry</b>	Recruitment	
<b>Main Challenge</b>	A new branch office required a telephone system that was both flexible and affordable, with call recording and monitoring capabilities, to be implemented within two weeks.	
<b>Integrating Partner</b>	<a href="#">Phones Correct</a> Tel: +44 207 6449245 <a href="http://www.phones-correct.co.uk">www.phones-correct.co.uk</a>	
<b>Distributor</b>	<a href="#">VolPon Solutions UK Ltd.</a>	
<b>Solution Provided</b>	<a href="#">XR2047</a> with one PRI connection and snom IP phones - implemented within 3 days!	

### Overview

Q4 Recruitment Consultancy is a management search and selection company formed during the downturn of the IT marketplace in 2002.

The company recently opened a new office in North London due to its continued success and a new IT contract signed for 2010. Consequently, they required a brand new telephone system, including phone sets.

The customer requested something flexible at an affordable price, to be implemented within two weeks. The main concern was the ability to record calls on demand and monitor active calls.

## Customer Requirements

- Phones for employees
- Ability to record calls on demand and monitor active calls
- Easy administration in regards of downloading voicemails and recorded conversations
- Queuing system - one queue for consultants and second queue for accounts
- Announcement and Interactive Voice Response (IVR)
- Custom music on hold
- Installation of solution must be completed within 3 days of contract signing
- PoE switch to minimize the number of cables on desk
- Connection to ISDN30 (PRI) - 8 active channels
- Personal voicemail for each user and two general voicemails for accounts and consultants

## Proposed Solution

Phones Correct proposed an Asterisk-based solution using the [Xorcom XR2047](#), which provides one connection to ISDN30 (PRI) with British Telecom (BT), and snom IP phones.

The Xorcom unit was selected as it included the line resources required by the client, ability to record on demand and monitor active calls, and is a tested and proven platform.

To meet the record calls on demand requirement the integrator, Phones

Correct, configured a record key on the snom phones. During the course of the conversation the Q4 employee can press the key; they'll hear a beep sound as an indication that the conversation is being recorded. In order to hear the recorded conversation they connect to the embedded GUI distribution and download the files.

To meet the requirement of monitoring active calls the Asterisk "ChanSpy()" function was used. This allows the customer to dial a preset code and then dial the extension they want to spy on in order to monitor the call.

## Results

Phones Correct completed the implementation in only three days!



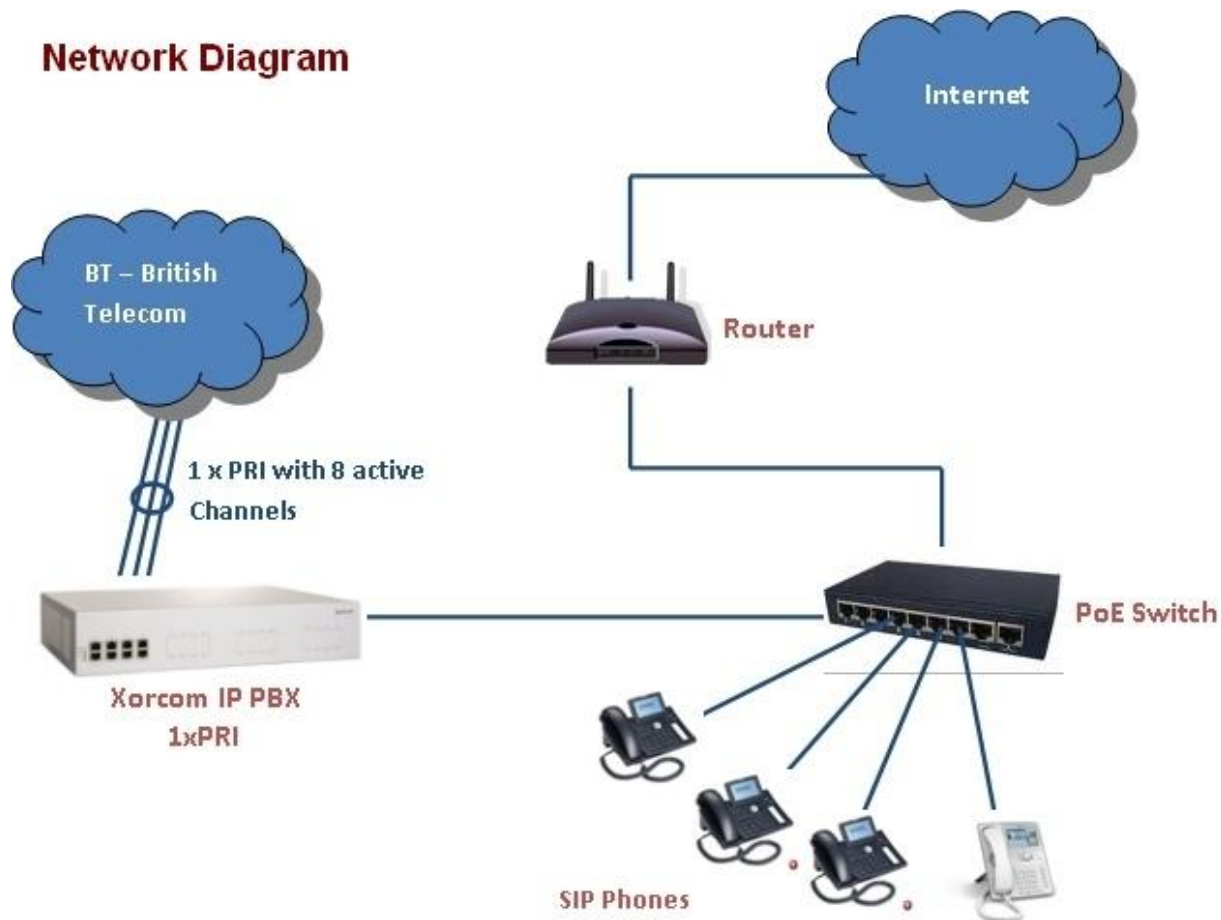
Phones Correct proposed the [Xorcom XR2047](#) Asterisk®-based iPBX, which provides one connection to ISDN30 (PRI).

**Xorcom USA**  
23309 North 17th Drive, Suite #100  
Phoenix, AZ 85027 USA  
Tel: 866-XORCOM1 / 866-967-2661  
[info.usa@xorcom.com](mailto:info.usa@xorcom.com)

  
[www.xorcom.com](http://www.xorcom.com)

**Xorcom Ltd.**  
Misgav Industrial Park, POB 60  
D.N. Misgav 20179, Israel  
Tel: +972-4-9951999  
[info@xorcom.com](mailto:info@xorcom.com)

## Network Diagram



## Conclusion

Wesley Ephson, Managing Director at Q4 Recruitment Consultancy Ltd, states: “We have found the service from Phones Correct nothing short of excellent. They have been very supportive and attentive throughout the whole process from advising us the correct phone system through to programming the correct set up and being extremely effective in implementing the system.”

“We have found the Xorcom Phone System to live up to its stylish but yet simple operating system. It has excellent features and as a result, has been able to add value to our business.”

“We would always opt for Phones Correct to be our telephone system specialist because not only are they polite and professional, but also empowered with a wealth of useful telephone system knowledge that puts us the customer at ease.”

Xorcom USA  
23309 North 17th Drive, Suite #100  
Phoenix, AZ 85027 USA  
Tel: 866-XORCOM1 / 866-967-2661  
[info.usa@xorcom.com](mailto:info.usa@xorcom.com)

 **XORCOM**  
[www.xorcom.com](http://www.xorcom.com)

Xorcom Ltd.  
Misgav Industrial Park, POB 60  
D.N. Misgav 20179, Israel  
Tel: +972-4-9951999  
[info@xorcom.com](mailto:info@xorcom.com)

## About Q4 Recruitment

Q4 Recruitment Consultancy is a management search and selection company formed during the downturn of the IT marketplace in 2002. Its three directors have over 38 years worth of recruitment knowledge between them. They have worked for some of the largest and smallest players in the recruitment marketplace, and, as a result, are armed with an excellent understanding of the ever-evolving recruitment market, whether in traditional areas or new ventures.

Q4 Recruitment Consultancy has gone through unparalleled growth due to their reach, perseverance, contacts and market knowledge. However, the directors are keen to maintain the company as medium-sized. They believe this is one of the key points to maintaining excellent service delivery and flexibility in today's market place. For more information, visit [www.q4recruitment.com](http://www.q4recruitment.com).

## About Phones-Correct

Phones Correct provide personal and expert Telecoms consultation services to businesses throughout the UK. Whether you want a Phone system or simply save on your Phone Calls monthly costs we can offer you customized and professional solution with excellent support. Creating partnerships with key technology vendors like Xorcom, Snom and Gamma Telecom means we deliver innovative, flexible, scalable but reliable solutions to our clients. For more information, visit [www.phones-correct.co.uk](http://www.phones-correct.co.uk).

## About VoIPon Solutions UK Ltd.

VoIPon Solutions UK Ltd. distributes the world's market-leading voice over IP equipment and services to businesses. Looking globally for inspiration, the company led the UK market into the Voice over IP space and is one of the most established companies in the region. By bringing best-of-breed equipment and standards of service to businesses both within the UK and abroad, and empowering its knowledgeable staff to build relationships with its customers, VoIPon helps businesses reduce the total cost of ownership of their telecom systems and devices. A division of Keison International, founded in 1986, VoIPon is a financially stable enterprise. More information on the company can be found at [www.voipon.co.uk](http://www.voipon.co.uk).

## About Xorcom

Founded in 2004, Xorcom is a privately-held IP-PBX manufacturer. Xorcom harnesses the power of Asterisk® Open Source IP-PBX - the most rapidly growing telephony platform in the world - to design and produce leading-edge hardware telephony solutions for commercial installations.

Today, Xorcom offers the widest and most flexible range of solutions and hardware platforms in the Asterisk market. System integrators, telecom equipment manufacturers, and customer premise telephony and VoIP providers use Xorcom products to provide added value to their end users. Xorcom sells its products via a worldwide distribution channel and OEM partners. For more information, visit: [www.xorcom.com](http://www.xorcom.com).

**Xorcom USA**  
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Phoenix, AZ 85027 USA  
Tel: 866-XORCOM1 / 866-967-2661  
[info.usa@xorcom.com](mailto:info.usa@xorcom.com)



**Xorcom Ltd.**  
Misgav Industrial Park, POB 60  
D.N. Misgav 20179, Israel  
Tel: +972-4-9951999  
[info@xorcom.com](mailto:info@xorcom.com)