

## **Future Spirits Co., Ltd. (Our own company as a case study)**

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### **● Issue**

The company plans to replace the telephone system along with office relocation. Objective: To introduce a telephone system that can be used flexibly, according to the teleworking situation of each employee.

### **● Proposal**

Instead of a conventional PBX that requires a large initial investment and a long installation period, we implemented a Cloud PBX that leverages on Amazon Connect. Main points of the design: (1) Easy updating of extension numbers, (2) Easy online change of handling rules according to the day and time, and (3) More convenient use of PBX functions such as answering machines and call forwarding. As a result of implementing Amazon Connect, we were able to achieve our objectives and reduce communication costs. Sending and receiving of messages on each employee's mobile phone also became a reality.