

Norstar and Call Pilot Customer Case Study

Digital helps Our Lady of the Valley Catholic School more effectively communicate with parents and students with Norstar ICS with Call Pilot

From the Office of the Principal

"One of the most important components in a child's education is effective communication between parent and teacher."

Sandra Roden
Principal
Our Lady of the Valley School
Birmingham, AL

The faculty and staff of Our Lady of the Valley Catholic School in Birmingham Alabama were very happy with their Nortel Norstar Flash Voice Mail system. The Automated Attendant feature allowed the small office staff to spend less time fielding telephone calls, and more time to perform all of the other tasks associated with running a busy school with over 550 students. In addition, all of the teachers had voice mailboxes on the system so parents could leave messages pertaining to their children.

The problem was that there were only one or two telephones in the school for teachers to retrieve these voice mail messages. However, every classroom had high-speed internet access! Wouldn't it be great if the teachers could retrieve their voice mail through their email access?

Norstar Call Pilot 150 Unified Messaging to the rescue!

Digital Corporation replaced the Flash Voice Mail with a Nortel Call Pilot 150. The new Call Pilot system provided all of the voice mail features the teachers were accustomed to, and Unified Messaging, which provides the ability to integrate voice mail and e-mail. All of school's Personal Computers were already equipped with sound cards and headsets, so the teachers are capable of checking their messages with discretion and privacy if desired. Employees with desk telephones, such as the Principal and office staff, can retrieve voice mail messages from the telephone or the PC. Personal Greetings, Remote Message Retrieval, and Caller ID were all part of Digital's solution. *"We have been extremely pleased with the new messaging system. The teachers are able to retrieve messages from parents so much faster than they could previously. We think the Call Pilot system has made parent-teacher communication much more efficient,"* said OLV Principal Sandra Roden.

Call Pilot eliminates the distraction of classroom interruption. The parent can leave the message in the teacher's mailbox and the teacher can retrieve it at any time just like any other email message" Maloney said.

"The people at Digital were great. From our sales rep to the installation team, everyone was knowledgeable, courteous, and professional. They made the transition to the new system very easy for us," Roden said.

"Can you imagine a teacher trying to make an important point to her students only to be disrupted by an intercom page to her classroom asking for her to send Johnny's homework home with Mary?"

Nell Maloney, School Secretary