

# Customer Success Story

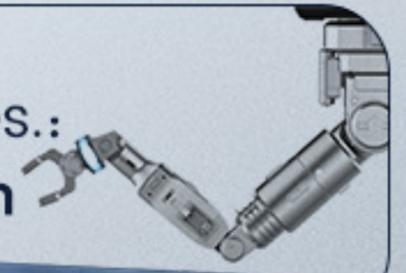
Industry:  
Automotive



Location:  
Philippines



No. of sites.:  
3 location

The BYD logo, consisting of the letters "BYD" in a stylized, red, blocky font.

BYD  
Philippines

300+  
employees

QUEZON AVENUE

SERVICE



# The Background and Challenge:

As the globally renowned automotive leader BYD continues its expansion worldwide, BYD Philippines has expanded its operations with new showrooms and headquarters. However, it faced critical challenges due to the lack of a unified system for handling inbound and outbound calls across multiple locations.

Additionally, the absence of an integrated paging solution further complicated their ability to make timely announcements for waiting customers and coordinate effectively with technicians in work areas.



Inbound and  
outbound calls

1

Multiple  
locations

2

Integrated  
paging solution

3

# Three Yeastar P550 in Enterprise Plan , **Plus** TG400 GSM Gateways

## Deployment Highlights

- Inter-connectivity: 1 headquarters & 2 showrooms
- Seamless Call Management via mobile networks.
- Real-Time Remote Paging & Announcement
- Enhance Internal Operations for 300+ Employees

Highly effective



## Favorite Features

- Integrated Paging System & SIP Speaker Integration
- TG GSM for Uninterrupted Communications
- Call Queuing and Monitoring
- Facebook Messenger Integration



# The Results

## Optimized Multi-Branch Coordination

The Remote Access Solution unified all locations into a seamless communication network, simplifying collaboration and speeding up decision-making processes.



## Delivered Faster Service Flow

Based on Paging System & SIP Speaker Integration, showroom visitors experienced a more organized and responsive environment, ensuring faster technician response times and improved service delivery.



# The Results

## Reliable Call Network Enhancement

By using GSM Gateways, the reliance on landlines was eliminated, enabling mobile-friendly communications. Leveraging mobile networks for inter-connectivity, which provides greater flexibility & call handling.



## Simplified Omnichannel Call Management

With Call Queuing & Monitoring and Facebook Messenger integration, no call or message goes unanswered and wait times are minimized, all within one platform that further enhances customer engagement.



# A Game-changer UC Solution



*We are extremely pleased with the Yeastar P-Series Phone System, praising its reliability, flexibility, providing the tools we need to enhance communication and improve customer experiences across all locations.*



**BYD Philippines**

A Leading Provider of Electric Mobility Solutions in the Philippines

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

 [sales@yeastar.com](mailto:sales@yeastar.com)