

# BUSINESS COMMUNICATIONS

Efficient communication  
across all channels: at home,  
in the office, and on the move



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FREE AUDIT

**dstiny**

make • hybrid • work



## **Business Communications today and tomorrow**

As a business, it's crucial to be easily accessible whenever and wherever you want, that your employees can work together smoothly and that you can offer customers the service they expect from you. With our Business Communication solutions, you're in good hands!

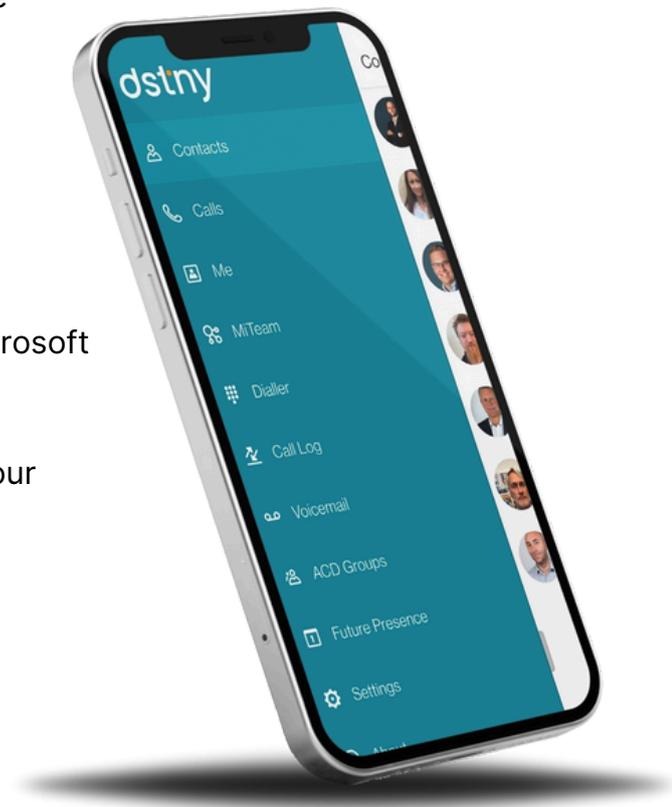
Dstny is originally a Belgian company that grew into a European leader and innovator in Business Communications. We offer SMEs and large companies a modern all-in communication platform for telephony, chat and video, as well as advanced connectivity and security solutions. We aim to make business communication as easy as possible for employees and customers today and tomorrow.

More than 3 million business users in Europe already use our tools to communicate, collaborate and provide excellent customer service. These tools are mobile-first, easy to use and easy to integrate with your existing tools and systems (CRM, Microsoft Teams, etc.).

# Seamless communication and collaboration with Dstny Business Communications

Curious about how we can optimize your business communication, enabling employees to collaborate seamlessly and ensuring that customers receive the service they expect from you? More than 6000 Belgian companies are already convinced of our personalized approach, where we listen to your needs and challenges.

- ✓ More than 3 million business users in Europe
- ✓ Smooth communication via all channels: at home, in the office and on the go
- ✓ Calling, chat, call analytics and all telephone exchange functions
- ✓ Easy integration with popular CRMs and Microsoft Teams
- ✓ AI voice assistant as a smart extension to your phone system
- ✓ User-friendly mobile app and online management portal
- ✓ Cost-efficient tariff plans tailored to your employees
- ✓ Our team ensures that your employees are up and running in no time



**Softphone & mobile app**



**Cloud-based telephone exchange**



**Fixed-mobile Convergence**



**Insights into your call performance**



**CRM & Teams integration**

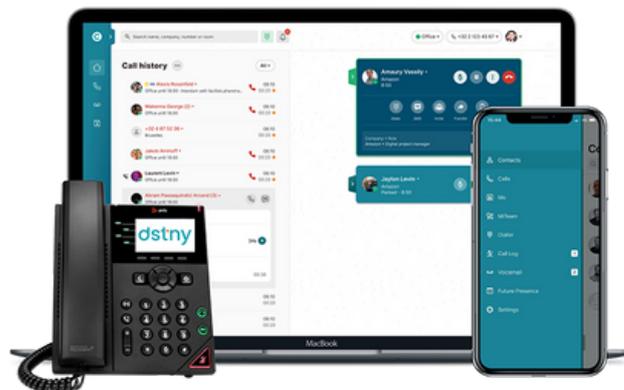


**AI Integration**

# A modern, all-in platform for business communication

## Easy to reach, wherever and whenever you want

In the office, at home or on the go? Dstny's all-in communication platform is easy to use anytime, anywhere with your mobile phone, PC/laptop or landline phone. You can make calls, chat and have all the functionalities of a telephone exchange.



The Business Communication Platform integrates seamlessly with Dstny's mobile and fixed phone services. Calls to your fixed number can be answered on any device, thanks to fixed-mobile convergence (FMC).

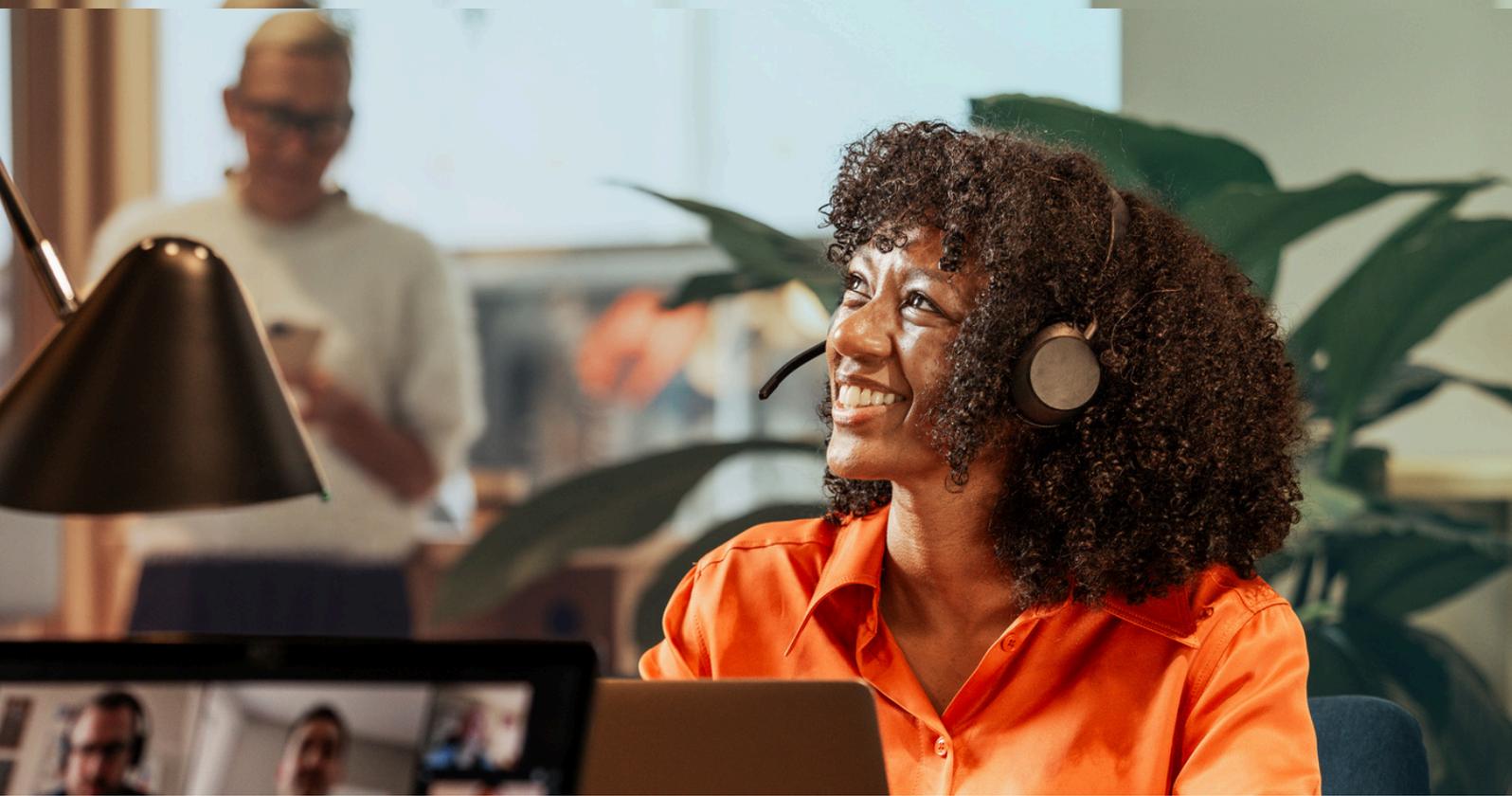
## Convenient user app and online management portal

Using the convenient user application on their smartphone or computer, your employees can change their status (available, online, in a meeting, on holiday, etc.) and decide how to be reached. For instance, during a meeting, they can opt for automatic call forwarding to voicemail or to a colleague.

The mobile phone is becoming increasingly important in our daily lives, both in our free time and at work. With Dstny's mobile app, you not only have the ability to make outgoing calls with your fixed number, but you also have access to your business telephony environment anytime, anywhere: voicemail, menu options, call forwarding, statuses, routings, and more.

As an employer, you manage things like users and call flows via the management portal and assign licences (for telephony and the call centre) according to the user's specific needs. This helps you optimise your costs!



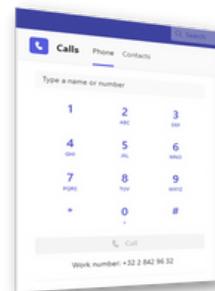


## Integrate with your business applications

### Teams Connect

The integration of the Dstny communication platform with the Microsoft Teams collaboration platform combines the best of both worlds: Dstny's business communication capabilities for a perfect user and customer experience, along with Microsoft's elegant tools for effective collaboration.

- ✓ Perfect combination of our cloud communication with MS Teams
- ✓ Make external calls and receive calls through Dstny in Teams
- ✓ Synchronization of availability status between Teams and Dstny
- ✓ Advanced features such as flexible call routing, IVR (Interactive Voice Response), queues, and fixed-mobile convergence (FMC)



For businesses seeking a quick and straightforward way to use MS Teams for both internal and external communication.

# Integrate with your business applications

## CRM Connect

The Dstny platform for business communication seamlessly integrates with leading CRMs. This way, we ensure that your company and employees can work as efficiently as possible and that customers get the best possible service. With over 35 integrations, we are a market leader in CRM and ERP integrations.

- ✓ We integrate with the best in their field: Salesforce, Odoo, MS Dynamics, ActaLibra, ...
- ✓ With every incoming call, you receive a pop-up with info about your customer
- ✓ From the pop-up, you can navigate directly to the customer profile in your CRM
- ✓ You can also make calls directly to your customers from your CRM



### Instant access to your customer information

Do your employees often navigate from window to window during incoming phone calls or do they struggle to access and recall critical customer information? With our CRM integration, you get everything you need displayed instantly. This allows your employees to engage in conversations more comfortably, ensuring quick assistance for your customers.



#### Efficient and satisfied employees

Access to all the information they need for a positive customer experience.



#### Personal greeting and customer experience

Customer inquiries are promptly resolved with fewer interactions.



#### Greater efficiency and productivity

Service that exceeds your customers' expectations.

# How does the all-in communication platform work

## An example in practice

Alex works as an agent at an insurance office, and he is often on the road visiting clients. With the all-in communication platform, a typical weekday for him might look like this:

- 1**  
**07:33** Monday morning, the beginning of a new week. Alex is heading to the office. In the car, a customer tries to reach him on his work number. Since Alex chose to set his business status to be active only from 8 AM, the customer is automatically redirected to an available colleague.
- 2**  
**08:09** Alex arrives at the office a little after 8 AM. Again, someone calls on his work number. Thanks to CRM Connect, he immediately sees who is calling and can answer the call with a personalized greeting. While the conversation is underway, Alex realizes he needs to leave for an on-site appointment.
- 3**  
**09:03** Alex smoothly transfers the call from his desk phone to his mobile device. He continues the conversation with his client without interruption. After the call, he remains accessible on his business number, but now through his mobile device. This way, he doesn't miss any calls while on the go.
- 4**  
**10:15** When Alex goes into a meeting for the rest of the day, he adjusts his availability using the mobile application. His colleagues are now aware that he is unavailable. As for his incoming calls? Those are handled by an available colleague.
- 5**  
**17:11** It's after 5 PM, the workday is over. Alex calls home using his mobile device, using his private number since his device automatically switches after working hours. If he still receives business calls, they are automatically forwarded to his voicemail.



## Insight into your business communication Dstny Analytics

Quality service and efficient communication are crucial to keeping customers satisfied and loyal to your company. To achieve this, it is important to understand how your communication flows, both internally and with customers. The Dstny platform for business communication can be enhanced with Analytics, which maps all your communication data and helps you make informed decisions for effective communication.

- ✓ An analysis and reporting tool that maps your communication data
- ✓ Data-driven decisions for more efficient communication and service
- ✓ Reports, dashboards, visualizations, and connectors such as PowerBI, Qlik





# Dstny Digital Assistant (DDA)

## Always reachable – even during peak moments

Busy phone lines? Customers may end up waiting or even hanging up. With the Dstny Digital Assistant, every call is handled professionally, even when your team is unavailable.

Thanks to smart AI technology, the assistant supports callers automatically, transfers calls, or schedules appointments. This way, your reachability stays excellent without increasing pressure on your team.



## Seamless integration

The Dstny Digital Assistant runs on our FlowCord platform and is fully integrated with the Dstny phone system.

In the intuitive portal, you can easily make your own adjustments and effortlessly keep an overview of all pending actions, without technical knowledge.

## Why Dstny Digital Assistant?

### Smart reachability, anytime, anywhere

#### Smart AI support

The assistant automatically recognizes questions and topics, handling conversations independently, even outside business hours.

#### Always the right routing

Callers are automatically connected to the right colleague or department without the need of a receptionist.

### Work more efficiently with greater control

#### Efficient appointment scheduling

Let callers instantly choose a suitable contact moment themselves, fully aligned with your availability and seamlessly integrated with various scheduling tools.

#### Less workload, more oversight

Distribute call pressure throughout the day and maintain control via the intuitive portal.

## Benefits Dstny Digital Assistant



**Always reachable** – even during peak times or absence



**Professional caller experience** – direct and friendly handling



**Automated follow-up** – receive the right information at the right time



**Cost-efficient** – save time, money, and external call-handling services



## Want to know more?

### Contact us

Curious how the Digital Assistant can support your business? Get in touch for a free demo or more information.

[sales@dstny.be](mailto:sales@dstny.be)  
**+32 (0)2 401 97 00**  
[www.dstny.be](http://www.dstny.be)



# Choose the plan tailored to your business

Depending on the needs of your business and your employees, choose the plan that works best for you. You can base your choice on talk time, text messages, mobile data, and the region in which you can use it.



## In the office

-

Unlimited calling within Belgium from **your fixed line\***



## On the move

**10GB**

Unlimited calling within Belgium\*

Unlimited texting within Belgium



## In the field

**35GB**

Unlimited calling within Belgium\*

Unlimited texting within Belgium



## On the road

**300GB BE  
100GB EU**

Unlimited calling within Belgium\*

Unlimited texting within Belgium



## Europe

**300GB BE  
100GB EU**

Unlimited calling within EU+\*

Unlimited texting within EU+



## World

All the benefits of EU plus in US, Canada & bestinationstions

**2 GB**

2000min calling & 2000 texts



## DECT Replacement

As a replacement for wireless phones in the office or on campus

Unlimited calling within Belgium\*



## International calling

Optional bundle with 500 minutes of calling to fixed and mobile destinations (EU, EU+, Canada & US), excluding special numbers such as 070, 090x, 1307, ..

\*Please read the terms and conditions for normal use in the context of an unlimited offer in the [Fair Use Policy](#) on our website. "Unlimited calling" applies only to normal national fixed and mobile destinations, thus excluding special numbers and international destinations. [Specific conditions](#) apply to mobile plans regarding talk minutes, data, and SMS.

# Facilitate SMEs and large companies to communicate and collaborate smoothly

Being easily accessible at the office or on the go and providing customers with the service they expect is essential for any business. Through our interactive tools for business communication, we bring employees and customers closer together.

Our tools are mobile-first, native in the cloud, easy to use, and are continuously enhanced by our large team of talented developers across Europe.



Thanks to the scalability and stability of our system and the integration capabilities, our services meet the needs of all businesses. From the small local bakery at the end of the street to large enterprises looking to connect with customers and colleagues globally.

## The benefits for your business



### Greater efficiency and productivity

Your employees can work together more easily and serve your customers better from anywhere.



### Higher customer satisfaction

The right communications solution means better service and optimal accessibility for your customers.



### Lower costs

No expensive investments, just a clear monthly fee that is easily adjustable via a self-service portal.

## Contact us

T +32 (0)2 401 97 00  
E-mail [sales@dstny.be](mailto:sales@dstny.be)



SCAN ME  
FOR A  
FREE AUDIT

Dstny BE NV  
Belgicastraat 17  
1930 Zaventem

**dstny**

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