



## Press Release

### **T&N implementing Avaya Voice Platform for Bern Tourismus' Infoline for UEFA EURO 2008**

**In June 2008 Bern will be in the limelight as UEFA Euro 2008's host city. Holland will compete in all 3 group matches in Bern, playing against Italy, France and Rumania. Within the project organisation, Bern Tourismus is responsible for guest and fan management in the host city Bern. Alongside the expansion of the tourist information bureaus during Euro 2008, information and reservation service is foremost in the focal point of the actions.**

Bern Tourismus operates an Infoline, providing tourists and business customers travelling to Bern with information on the city of Bern and its surrounding area. Bern Tourismus also offers the possibility for hotel bookings and city guided tours via their Internet application. To be well-prepared for UEFA Euro 2008 and the anticipated increase in enquiries, the AVAYA IP Telephony and Call Center solution installed by System Integrator T&N has been further extended. This offers customers a service-oriented facility in several languages, enabling Bern Tourismus to efficiently deal with the many anticipated calls and ensuring the optimal capacity utilisation of the agents. Thanks to Avaya IP Telephony, additional agents (regardless of location) can be engaged at short notice at peak times.



## Your media contacts

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### **About T&N Telekom & Netzwerk AG**

T&N Telekom & Netzwerk AG, with its head office in Dietlikon and branch offices in Zurich, Frauenfeld, Olten and Crissier, is a service provider offering custom-made solutions in the areas of telecommunications and information technology in Switzerland and neighboring countries. T&N creates connections: telephony, information technology, servers and PCs, hardware and software, Wide Area Network and Local Area Network communication and cable engineering. Whether in terms of engineering, advisory services, project implementation or outsourcing, T&N offers networked and integrated solutions to meet its customers' needs.

For more information visit [www.t-n.ch](http://www.t-n.ch)

### **About Bern Tourismus**

Bern Tourismus is the Bernese marketing organisation for tourism. Its key values are compliance with customers' needs, innovation and quality. The aim of Bern Tourismus is to market the city of Bern as a unique travel and congress destination; support and communicate Bern's attractive leisure and entertainments offers and competently and comprehensively to inform and look after visitors' interests on the spot. Bern Tourismus is an association independent of political and religious connections with some 600 members from trade and industry, culture, service providers and private persons

For more information visit [www.berninfo.com](http://www.berninfo.com)

### **More about Avaya**

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications-Enabled Business Processes.

Avaya Global Services provides comprehensive service and support for companies, small to large.

For more information visit [www.avaya.ch](http://www.avaya.ch)

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