

# Australian Legal Service Provider Boosts Communication Efficiency with Yeostar

Microsoft Teams

Call Center

Headset Integration



**QIFVLS**

Queensland Indigenous  
Family Violence Legal Service

QIFVLS



HQ:  
Australia



Employee:  
65



Industry:  
Legal Service



Product:  
P-Series Cloud Edition



## Background

QIFVLS (Queensland Indigenous Family Violence Legal Services) is the leading Queensland-based Aboriginal-controlled organization that provides family and well-being support and legal services organization. It provides holistic support to clients and communities that have been affected by domestic and family violence.

## Challenges

QIFVLS needed a reliable phone system to handle their **large number of calls** since they provide free legal services. They wanted to improve their support to the community by giving legal consultants access to features like call queues, IVR, headset integration, and more. Also, it was vital that the new solution can **integrate with Microsoft Teams** for internal communication.

## Solution

QIFVLS decided to go with the **Yeastar P-Series Cloud Edition** as their new solution after experimenting with different options. They chose it because it is compatible with their current headset brand and can easily integrate with Microsoft Teams without additional Teams Phone licenses.

## Feature Highlights



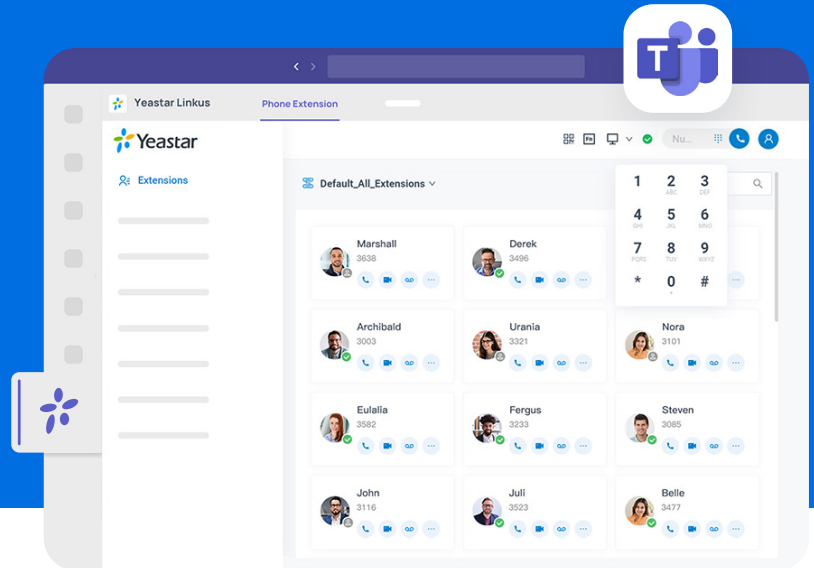
Microsoft Teams Integration



Headset Integration



Call Pickup



## Results and Benefits

### More efficient call handling

Yeastar allows QIFVLS's legal consultants to use compatible **headsets** for hands-free calling. They also take advantage of **Call Pickup** and other useful features to ensure no important calls are missed.

### Enhanced collaboration

**Integrating Yeastar with Microsoft Teams has made a big difference for QIFVLS.** It eliminates the need to switch between applications as Yeastar Linkus has been embedded right into the Teams interface. The best part is that it's cost-effective too, as there's no need to purchase extra Teams Phone licenses.

### Robust admin tools

The Dashboard in the Admin Portal offers a **real-time overview** of the system's current status at a glance. User Role, Extension Group, and Organization also empower QIFVLS's IT team to streamline user provisioning and management.