



Colorado Department of Corrections

Utilizes CallRex Call Recording
for Policy Compliance and
Customer Service

AN ENGHOUSE INTERACTIVE CASE STUDY

Overview

INDUSTRY

State government

BUSINESS NEEDS

- Compliance
- Quality assurance
- Security

SOLUTION SUMMARY

- CallRex Call Recording software
- 100% recording of all calls with on-demand live monitoring
- ShoreTel IP telephone system

APPLICATION

- Help desk monitoring and recording

The Colorado Department of Corrections (DOC) has a long history beginning with the Colorado Territorial Correctional Facility in Cañon City, which received its first inmate on June 13, 1871. Today, DOC covers 29 facilities throughout the state of Colorado.ⁱ

An important mission of DOC is to meet the diverse educational needs of inmates through the provision of quality academic, vocational, life skills, and transitional services whereby inmates can successfully integrate into society, gain and maintain employment and become responsible, productive individuals.ⁱⁱ

Business Challenge

Provide inmates with vocational opportunities in information technology while meeting strict security and compliance requirements, and maintain high service levels.

The Colorado DOC offers a program to employ appropriate and qualified individuals in first-level help desk positions which support the technology needs of Colorado state offices.

To ensure quality and safety for all parties involved, DOC records and monitors all help desk lines staffed by inmates.

“Overall the system works well, and the Telrex guys have been very easy to work with. I would give them a 9.5 on a scale of 1 to 10.”

- Ron Wiseman, IT Manager

COLORADO DEPARTMENT OF CORRECTIONS

ⁱ Colorado Department of Corrections Web Site

ⁱⁱ Colorado Department of Corrections Mission Statement

“We need to record and monitor all the help desk phones to comply with Corrections Department policy,” says Ron Wiseman, IT Manager at the Colorado Department of Corrections. When it came time to roll out an IP telephony solution, Wiseman was given the task of finding the right call recording solution to support their new phone system.

“I recommended CallRex for its ability to record and monitor IP calls and for its affordability.”

- Ron Wiseman, IT Manager
COLORADO DEPARTMENT OF CORRECTIONS

Solution

Wiseman recommended that DOC select the CallRex™ IP call recording and monitoring solution from Telrex.

“I recommended CallRex for its ability to record and monitor IP calls and for its affordability,” says Wiseman. Key considerations included compatibility with the IP telephony system and ease of use. Wiseman considered alternative solutions but found these to be too costly and complex for DOC needs.

Today, CallRex software is deployed at the Colorado Department of Corrections in conjunction with the ShoreTel IP telephony and call center system. Female inmates staff a technical support help desk as first-level responders to fill out trouble tickets and initiate support activities.

“We like the modular licensing. There is not a large upfront cost, and we can expand on a per seat basis,” notes Wiseman. “With a lot of other solutions the main cost is upfront, and it would have limited our ability to implement call recording.”

Telrex worked closely with the DOC team as they transitioned from an initial IP telephony system to the ShoreTel system.

“Overall the system works well,” says Wiseman, “and the Telrex guys have been very easy to work with. I would give them a 9.5 on a scale of 1 to 10.”

Benefits

Today, DOC reviews help desk calls taken by the support center staff. They review recorded calls and conduct live monitoring for quality assurance and policy compliance, and also to review for complaints. Wiseman points out, “so far the inmates have never been out of line.”

DOC’s ability to record phone calls has enabled them to offer the IT help desk role as a vocational opportunity to inmates. In addition, DOC has reduced costs as they have been able to shift existing technical resources to higher value positions within the organization.

Wiseman states that the DOC executive staff is very pleased with the results. Looking to the future as DOC builds and upgrades facilities, Wiseman notes that IP telephony and IP call recording will be an important part of their information technology plans.

About the CallRex Software Suite

The CallRex software suite includes IP call recording and contact center optimization software designed specifically for small- and medium-sized businesses, such as:

CallRex Quality Management Suite™: Contact center optimization software

CallRex Call Recording™: Call recording and monitoring

CallRex Computer Recording™: Desktop computer recording and monitoring

CallRex Agent Evaluation™: Call scoring and agent coaching

CallRex Workforce Management™: Forecasting, scheduling, and adherence monitoring

CallRex API™: Custom integration solution for CallRex Call Recording software

About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, and Trio. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.



**Enghouse
Interactive**

Learn more at www.enghouseinteractive.com