



Evergreen Professional Recoveries

Reduces Disputes and Improves Customer Service with CallRex

AN ENGHOUSE INTERACTIVE CASE STUDY

Collection agency capitalizes on call recording technology to remove “he said, she said” situations.

Founded in 1986, Evergreen Professional Recoveries seeks to provide efficient, reliable, and professional recovery services. The cornerstones to Evergreen’s service include core values like professionalism, teamwork, and customer service. Evergreen offers debt collection services for government, medical, retail, and financial institutions. The company also offers legal services, outsourcing for medical billing, online check verification, credit risk evaluation, and pre-collect notices.

Business Challenges

The Evergreen Professional Recoveries call center utilizes state-of-the-art debt collection software, predictive dialers, and an Inter-Tel 5000 IP telephone system. Selected campaigns and Web-based telephone calls were recorded within the contact center, up to two or three calls per agent per day. The lack of call recording created gaps in agent training, compliance, and left the company vulnerable to “he said, she said” situations. “We had no recourse when lawyers were calling with claims,” says Ken Ross, CEO of Evergreen Professional Recoveries. “It became a ‘he said, she said’ situation, where there was no hard evidence to base a decision or dispute on.”

While Evergreen Professional Recoveries had implemented calling scripts, policies and procedures for staff to follow while completing calls, Ross estimates that agent compliance was around 75%. Training on company procedures was completed by managers during side-by-side

monitoring and other educational sessions, but live calls were not always available for monitoring and training.

CallRex: An Affordable Solution

“I’ve meant to implement call recording technology for years,” stated Ross. “But I thought that the solutions were going to be too expensive for our mid-sized contact center.” Evergreen Professional Recoveries’ information technology team worked with an independent consultant and a telephony reseller to source and implement CallRex Call Recording™ software. The installation was streamlined through the IT department and the technical support team at Telrex. Following Telrex’s proven installation methodology, the solution was implemented within a matter of hours. “CallRex is very easy to use,” said Ross. “The software has proven to be a turnkey solution for us.”

CallRex is an all software IP call recording solution that supports multiple telephony systems, including a MiTAI-based integration with the Mitel 3300 ICP and the 200 ICP. CallRex utilizes innovative packet sniffing technology to identify and record VoIP traffic on the network. When calls are initiated or received, CallRex begins to record the associated packets and enables real-time monitoring of the calls.

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The CallRex client presents managers and administrators with the status of employees' phones, showing which phones are in use, and which are being monitored and recorded, as well as call time, caller ID, outbound number dialed and more.

"Every company in this industry should be using call recording solutions. CallRex has already saved our company money,"

- Ken Ross, CEO

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Multiple search criteria enable users to quickly find the call or calls needed. Call recordings can be played back through users' PC speakers, or exported and emailed as standard .WAV files.

CallRex does not integrate directly with the IP telephony system; instead it utilizes port mirroring at the network switch to copy and record VoIP traffic on the network.

Coaching and Customer Service

High caliber agents and quality customer service set Evergreen Professional Recoveries apart from the competition. "Our philosophy is to achieve complete customer satisfaction through a process of continuous improvement at all levels of the company," stated Ross. Evergreen Professional Recoveries has a high agent retention rate, and is continually striving to help agents refine their skills. "We treat our agents as a part of the family," said Ross. With the implementation of CallRex call recording software, managers can now set aside one hour each day to monitor calls and provide immediate feedback to agents. "Our agent compliance is now above 90% as a result of the coaching sessions and call recording," commented Ross.

Rapid Return on Investment

The ability to quickly search for call recordings has proven to be a lucrative feature for Evergreen Professional Recoveries. Now, when potential litigation issues arise, managers can quickly search for call recordings and export them for use in common players. The ability to e-mail calls has saved tens of thousands of dollars for Evergreen Professional Recoveries, as the calls can be used to clear up the "he said, she said" situations before issues go to litigation. "Call recording has headed off at least two frivolous lawsuits in the past three months, which would have cost us at least \$10,000 in fees," said Ross.

Derailing potential litigation and reinforcing agent training and behaviors has led to a rapid return on investment for Evergreen Professional Recoveries. "Every company in this industry should be using call recording solutions. CallRex has already saved our company money," Ross declared.

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

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