

Customer Success Stories



CallRex
professional



Coordinating Life-Giving Donations

Upstate New York Transplant Services Documents Donation Consents with CallRex Call Recording Software

In the United States, over 100,000 people are awaiting a life saving transplant, and 18 people die each day due to the shortage of organs available for donation. One organ, eye, and tissue donor can save or enhance the lives of up to fifty people. Upstate New York Transplant Services Inc. (UNYTS) is one of the United States leading organ procurement organizations, coordinating life saving donations of tissue, organs, eyes, and blood. Headquartered in downtown Buffalo, NY, UNYTS is the only organ procurement organization nationwide to house blood donation, laboratory services and organ, tissue, and eye procurement in one location. UNYTS has one of the highest rates of consent for donation in the country, and consistently leads and surpasses the national donation average.

The mission of UNYTS is to “enhance and save lives through organ, eye, tissue, and blood donation while maintaining respect for those who give the Gift of Life.”¹ When asked what sets UNYTS apart, Mark J. Simon, President and CEO commented: “The mission. We are a part of a miraculous process in saving lives through the Gift of Life. Through the generosity of donors & their families, individuals are given hope and can celebrate a second chance at life.”

High Pressure Calls

Approximately 1200 calls are fielded annually by the Upstate New York Transplant Services call center. Calls come in from a variety of people, including

nurses, grieving family members, and funeral directors. During a call, contact center agents collect basic information, including the hospital location, patient’s name, address, and consent for donation from the family. Permission from family or next of kin must be obtained before any donation can take place.

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- Margaret R. Cosentino,
Vice President,
Information Services,
Upstate New York
Transplant Services

“With organ and tissue donation, time is of the essence, so we needed a system that was easy-to-use for our staff,” stressed Margaret R. Cosentino, Vice-President, Information Services. The call center operates 24 hours per day, 7 days a week. “Our calls can be high pressure, high tension calls. Training our staff is very important,” said Cosentino. “We use CallRex call recordings to train staff on live calls, allowing them to get a glimpse of ‘real-life’ situations.”

Mission Critical

Prior to implementing CallRex call recording software, UNYTS had a call recording solution in place, but the system proved to be inconsistent and the solution provider’s technical support team did not provide a high level of confidence in the system. UNYTS turned to their Mitel reseller, IPLogic, to recommend a solution that could be supported locally, and that would provide full-time recording capabilities. “I have been very impressed with the relationship and service delivery from both IPLogic and Telrex, it has been seamless!” stated Cosentino. “Call recording is mission critical to our business and to our donor families.”

¹Upstate New York Transplant Services Web site, November 2008. <http://www.unyts.org/services.htm>

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Regulations by the Food and Drug Administration (FDA) and the laws of the state of New York require that all donation consents are documented. Upstate New York Transplant Services implemented CallRex call recording software on their Mitel 3300 ICP telephone system in order to

comply with legal regulations. The FDA often spot checks the consent records, so Upstate New York Transplant Services must be equipped to quickly and easily retrieve call recordings. In addition, all call recordings are kept on file perpetually to prove family consent at a later date. Using CallRex, managers and administrators can use multiple search criteria to quickly locate calls. Call recordings can be played back through users' PC speakers, or exported and e-mailed as standard .WAV files.

Reliable Recording Solution

CallRex is an all-software IP call recording solution that supports multiple telephony systems, including the Inter-Tel 3000 and 5000 and 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.

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

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About Telrex

In addition to call recording, Telrex also provides call center optimization solutions designed specifically for small and medium businesses, such as:

- CallRex Professional™ and CallRex Express™: Call recording and monitoring
- CallRex Agent Evaluation™: Call scoring and agent coaching for call centers
- CallRex WFM™: Forecasting, scheduling, and adherence monitoring
- CallRex Speech Analytics™: automatic analysis of recorded calls
- CallRex API™: custom integration solution for CallRex call recording software

Founded in 2000 to address the rapidly growing need for VoIP recording and monitoring, Telrex pioneered the VoIP call recording market with the release of CallRex in 2000. CallRex was the first packet-based, VoIP technology to record and monitor telephone calls on IP or IP-enabled telephone systems.



CallRex provides packet-based call recording and monitoring solutions for the Mitel ICP 3100, 3300, 3340 and the ICP-200; the solutions also integrate with Inter-Tel 5000 systems. CallRex supports call recording when using DHCP, encryption, Teleworker, or hot desking through the Mitel Secure Recording Connector Server (SRC).

Telrex has been a member of the Mitel Solutions Alliance (MSA) partner program since 2002. With installations around the world, CallRex Professional and CallRex Express continue to be ideal call recording solutions for Mitel.

Telrex is privately held with corporate headquarters in Kirkland, Washington. **Learn more at www.telrex.com.**