



WHITE PAPER

Trisys Delivers on Call Recording and Call Accounting Needs... The First Time!

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Introduction

The modern SMB and enterprise faces myriad of challenges and obstacles to success. A tool often overlooked but central to avoiding pitfalls and over-exceeding expectations is call recording.

In a customer service environment, call recording can enhance your service or product, as it offers the ability to review real life interactions to alleviate pain points and improve product quality. Call recording affords quality assurance and training, ensuring each interaction is up to par. Management can grab specific examples to showcase best practice or language to avoid. Resolve potential he said/ she said disputes with call recordings. Attempting to build your data base? Call recording also allows a team member to double check the information they just put into the CRM, or fill in any of the cracks they may have missed. Also, call recording assists your business in meeting compliance regulations.

Every vertical, every business possesses unique demands for its call recording and accounting solution. It's impossible to be everything to everybody. As Goldilocks illustrates, some porridges are too hot, others too cold, but there is always a bowl that is just right. In call accounting and recording that perfect SMB or enterprise porridge is Trisys, able to address the challenges and pain points presented by your legacy or cloud phone system and provide operations with the peace of mind in knowing bases are covered, reporting is correct and operations aren't impacted by a lack of the proper support.

Trisys planted its roots in 1984 as a provider of call monitoring, call costing and workforce optimization solutions. Building a robust reseller channel, Trisys has served the call accounting, recording and reporting needs of businesses of all sizes well with a flexible portfolio that is highly customizable.

The Replay product line is leading the way for Trisys, but don't listen to me, hear it straight from the customer's mouth. Regardless the vertical, call recording is critical to operations. And a number of businesses will serve to illustrate what the right solution can do – time to unpack a few real-world examples.

Corporate Turnaround

Founded in 1998, Corporate Turnaround works to assist in debt collection from struggling companies. The vast majority of companies placed for collection are small

businesses, and they typically do not have the money, experience or resources. Whether it's severe financial distress or minor cash flow problems there are obstacles to paying creditors. In assisting with negotiating affordable terms for businesses to make good with creditors, the debt is cleared and the struggling company can continue doing business.

The single location commercial credit counseling firm has more than 30 employees with each requiring access to recording. Originally installed in 2011, the Replay SIP & Call Accounting solutions met the price point and business requirements. In 2018, it upgraded its deployment with the addition of the T-1 recording system with real time, call detail recordings.

Corporate Turnaround IT Manager Dennis Kurta

explained, "It's the perfect bowl of porridge. Trisys shined over a dozen other solutions." Continuing to highlight the future forward-nature of the deployment, Kurta gloated about the API that allows the ability to tie directly into call data. On the overall solution, "It's exactly what we expected it to be."

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Corporate Turnaround leverages the solutions for a number of functions: Quality Assurance, litigation/legal purposes and he said/she said. Being commercial credit counselors, there's a lot of risk management involved. The Trisys recording system prevents and quells client issues and delivers a trusted resource if legal proceedings arise. Sales and Marketing teams leverage the solution to offer a unified repository for notation and review offering contextual customer interactions as well as highlight value add opportunity.

Salem Leasing Corporation

For a truck leasing company, call recording can come in clutch. A few years back, Salem Leasing Corporation experienced a spike in business growth, and simply put something more solid was needed. The old call recording solution provided no phone support; was limited to the PQ

and for a company in a growth spurt the lack of support and deployment limitations were unacceptable. It was time for a solution capable of growing with them: Time for Replay Call Recording. This was August of 2016, and they have not looked back.

Introduced to Trisys through the channel, IT admin Salem Leasing Corp. Travis Lancaster explained, "Setup was pretty seamless...It was very easy to get started, extremely user friendly." The Replay deployment streamlined access to all recordings via single interface, making it much easier to listen to different calls across different shifts. The Trisys team supported deployment every step of the way, including configuration, training and ongoing support.

Replay call recording has accelerated time to access call records, easing incident management and assisting in training. If there is a billing discrepancy between driver and customer, admins are able to review recordings for time stamp and conversation confirmation. There is no he said/she said conundrum. Salem is seeing less scheduling and order issues, and with the Trisys solution anyone can access recordings at any time, allowing for 24/7 support.

"The former call recording solution doesn't compare. Trisys was referred by another local reseller and Trisys was immediately a solution to the problems faced. It was like going from a Kia to driving a Mercedes."

Would Lancaster refer Replay? Yes, resoundingly for three reasons: ease of operation, quality of sound recordings and Trisys support staff.

For Salem Leasing Corporation, choosing Trisys meant making a big upgrade with immediate results.

Shubee Inc.

Calling Macon, GA home base, Shubee Inc built its business supporting the service industry with plumbing and HVAC solutions. Since the turn of the century, Shubee has served the service industry well, now it's time for call recording to return the favor.

Accountability to crucial to every team, Shubee required the ability to monitor its 50 sales reps to track outbound calls as well as track sales conversion rates. Since the Replay Call Recording deployment, the sales team is being held accountable for its daily processes. Daily call quotas are critical to driving an effective sales team, and by accessing the "Manager" feature admins can pull reports and monitor sales.

Network Admin Jacob Cozart explained, "I'm happy with my vendors or I don't deal with them." The combination of solution flexibility, usability and pocket-friendly pricing solidified the decision, with Trisys trademark support serving as the cherry on top. While Cozart wasn't part of the Shubee team in 2013 at the time of the deployment, its high-functioning, user-friendly nature made Replay Call Recording easy for the network admin to pick up.

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Overall results are robust, as the team actively leverages reporting and recording features. Sales reps are encouraged to review calls and see how they could have handled the situation better.

In his time working with Trisys, Cozart notes an excellent sales and support team, no major issues and the call monitoring solution is delivering exactly as it was intended. It is a dependable solution, meets business needs and is one less thing he needs to worry about. As a network admin, Cozart has had to work with numerous tech support teams over the years, but puts the Trisys tech department in a different category: Exceptional.

Conclusion

Not all call recording solutions are created equal. As an SMB or enterprise fighting to maintain market share or expand its footprint, call recording is an investment in your future. From boosting sales and enhancing training, to protecting organizations from legal action, compliance violations and the like, the right call recording product introduces accelerated ROI.

Goldilocks didn't Google her porridge, nor did she rush her decision. She did her due diligence, and in doing, Goldilocks was able to find the perfect fit.

About Trisys Inc.

Trisys first offered premier telephone call monitoring and workforce optimization products in 1984. Since then, our product portfolio and features have evolved from a standard call monitoring tool to a full call reporting suite and all-purpose call history application. Our decades-long commitment to excellence has led us to receive nationwide industry awards and recognition. Our tens of thousands of loyal clients appreciate and depend on our products and reliability.

Our Guarantee

We are ready to find and implement the best Call Recording and Call Accounting Solutions for you! We will suggest the best options for your needs and show you how our services can help you address compliance, call center performance, security, and remote workforce supervision. We provide the tools you need to improve customer service, employee productivity, and positively impact your organization's bottom line

Our Company Mission

At Trisys, we pride ourselves on providing an exceptional product that is backed with excellent customer service and technical support. We know that call recording and accountability products help lay a foundation for your day-to-day business operations as well as helping inform and drive high-level business decisions. For that reason, we seek to provide you with the solution that makes the most sense for you and continuously ensure it runs smoothly.



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