

## Crotty Insurance Group

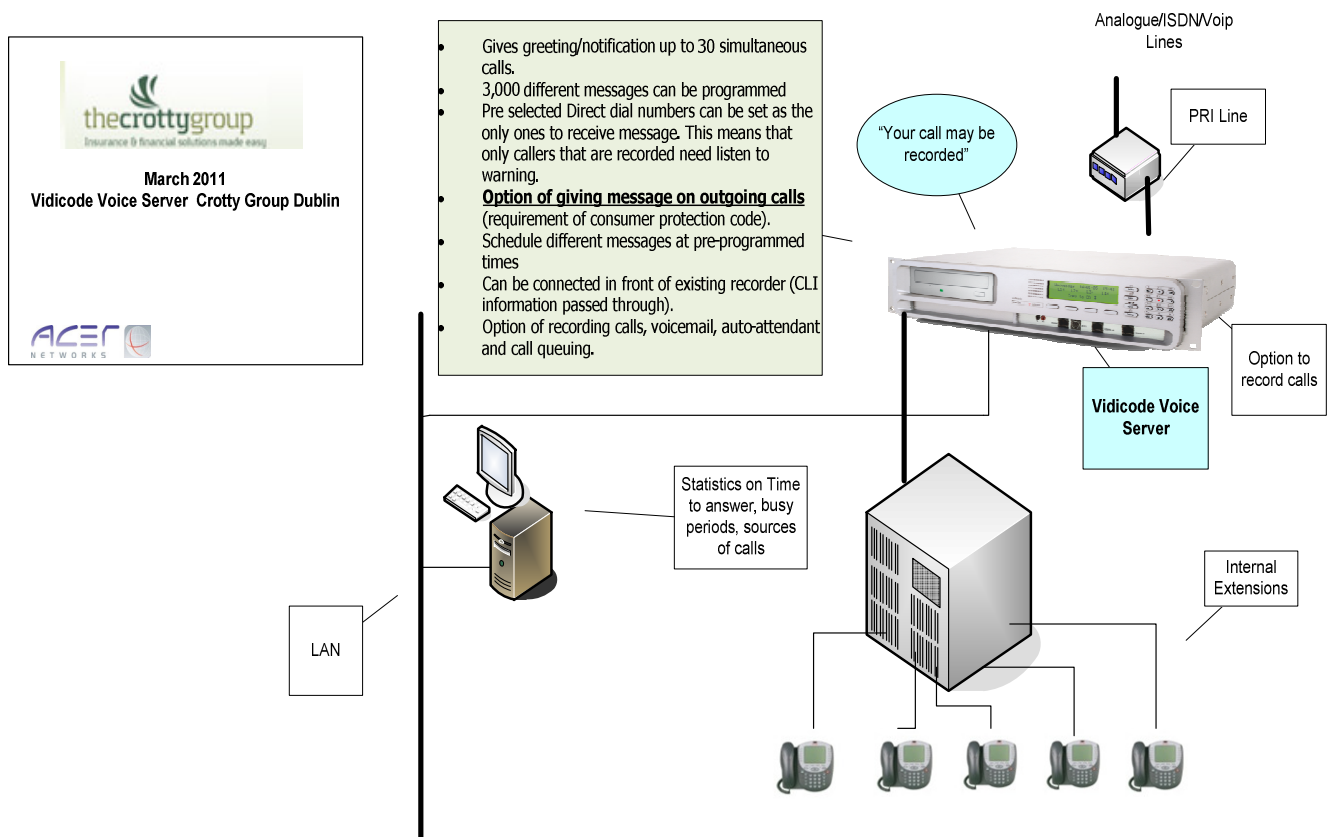
Mar 2011

**Requirement:** The Crotty Group are one of Ireland's leading independent business insurance brokers and financial services providers. They have an insurance brokerage/financial section with a call centre dealing with queries. They had a requirement to record and queue calls, give auto-attendant features and have voicemail on each extension.

- They have 20 agents using a 16 channel ISDN trunk line
- Their existing phone system Panasonic TDE100 was not able to supply all these features and did not have the capacity to deal with heavy workload during busy periods

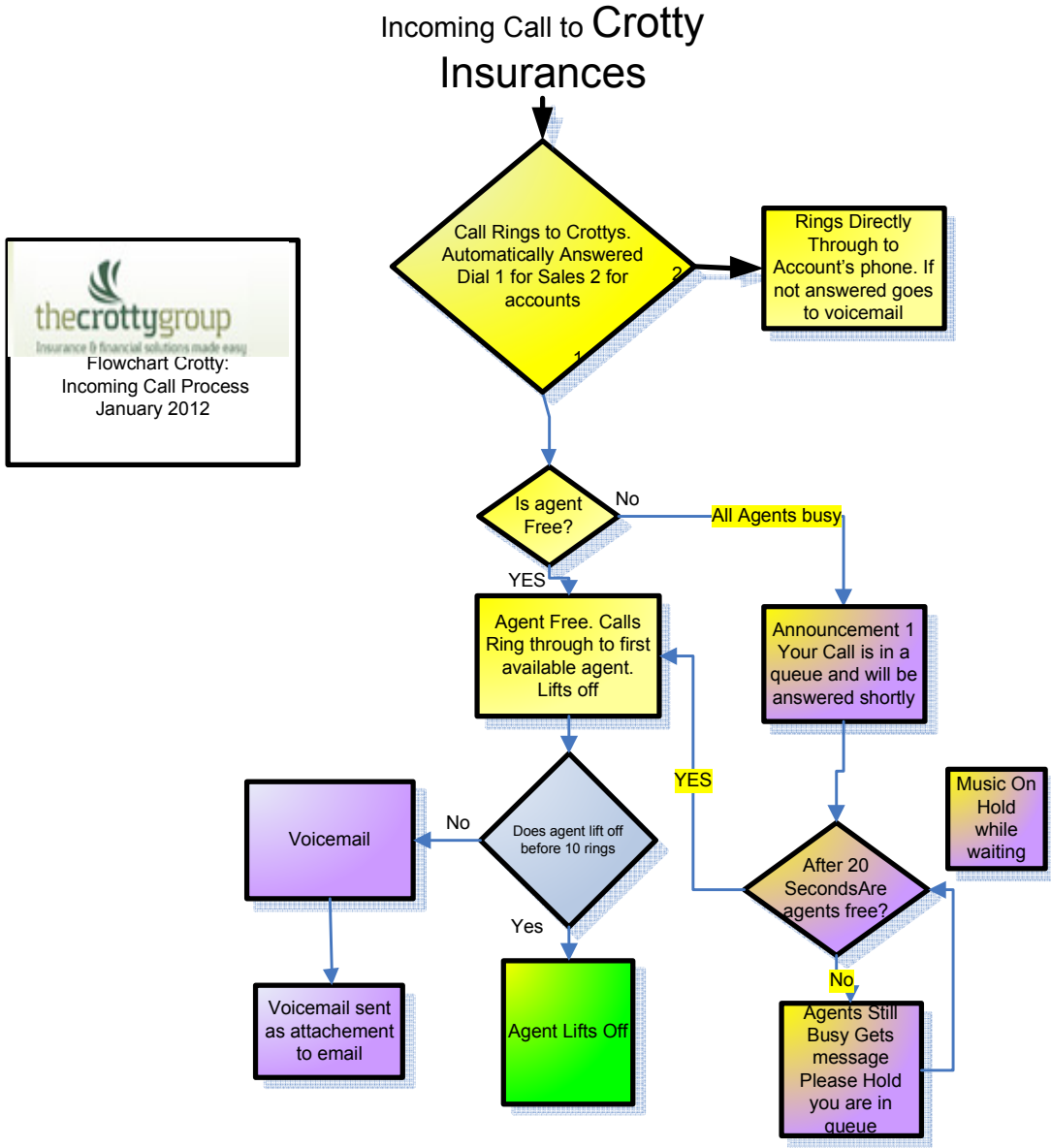
**Solution:** Acer Networks provided a Vidicode Recorder giving:

- 2,000 hours for voicemail and recording of calls storage
- Option of 3,000 different greeting messages
- Unified messaging where voicemails are sent to users mailbox wherever he/she is
- Auto-attendant (dial 1 for sales etc.) which reduces receptionist role allowing deployment elsewhere
- Statistics on call answered and busy periods available making management of resources more efficient



**Benefits**

- The statistics on time to answer have identified areas where calls are lost
- The staff were also easily trained by identifying best practices on sales calls



Statistics on wait time before answer

