



## 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

### Finances

Recorder Jusan 8 channel, 75,000 hours storage,

Including installation and maintenance

£2,980

On going Maintenance (on-line) and warranty Year 2

£350

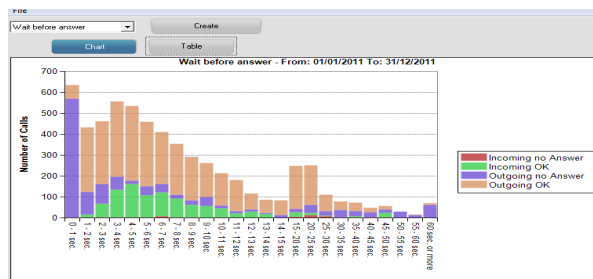
Option: Auto-attendant, voicemail, voice server option

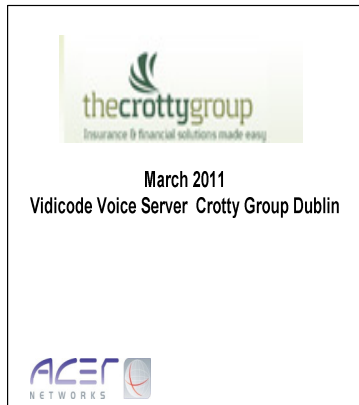
£6,609

On going Maintenance (on-line) and warranty Year 2

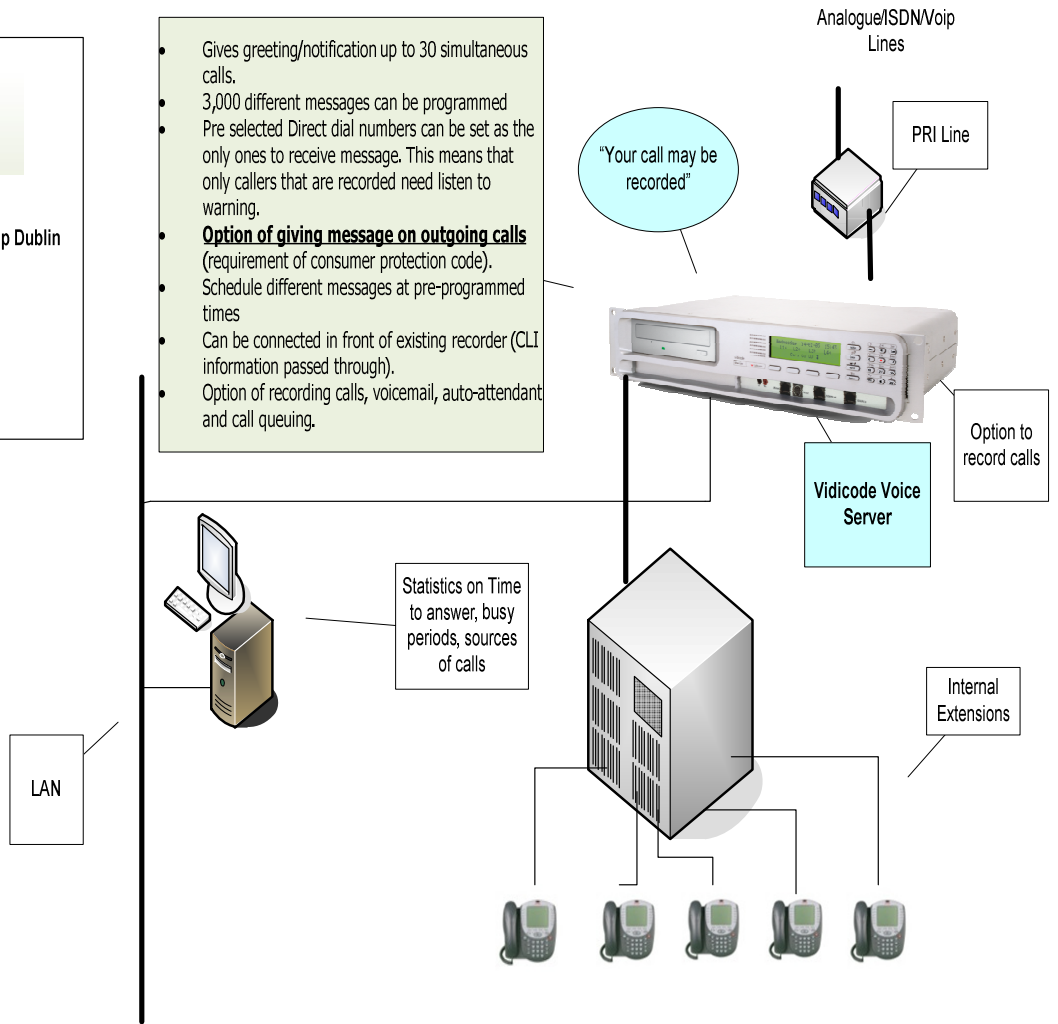
£580

Statistics on wait time before answer





- Gives greeting/notification up to 30 simultaneous calls.
- 3,000 different messages can be programmed
- Pre selected Direct dial numbers can be set as the only ones to receive message. This means that only callers that are recorded need listen to warning.
- **Option of giving message on outgoing calls** (requirement of consumer protection code).
- Schedule different messages at pre-programmed times
- Can be connected in front of existing recorder (CLI information passed through).
- Option of recording calls, voicemail, auto-attendant and call queuing.



**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
- Dispute resolution using the recorder has been a major success and the company relies on the recorder to make staff and clients more vigilant and accurate when discussing policies etc.