



Vodafone

Vodafone have a large site for sales and customer care in Ballymount Dublin with Avaya IP System phone system in their contact centre.

Requirement

in 2012 Acer were approached by Vodafone who wished to record sales calls incoming and outgoing from 80 Avaya IP phones

The Challenge:

- To integrate Recorder to IP network extensions
- To set up Network topology for port mirroring to allow all calls to be recorded
- Remotely access recordings for compliance

Solution

Acer Networks installed Apresa IP Recorder and installed Port mirrored Ethernet switch on the Voice IP Network. The switch was configured to forward voice traffic to the Apresa Recorder.

The Apresa records all audio and data both internal and external calls.

Storage for 150,000 hours was provided with the server which is enough for 3 years storage for 80 Agents. Also archive storage was provided elsewhere on-site and recordings are backed up here on nightly basis

Project Implementation

Preparatory work was carried out during normal working hours and major configurations were carried out after hours.

IT staff were trained in search and archive and on adding users.

Call Evaluation Software

Acer installed call evaluation software and trained supervisors in setting up and implementing call campaign scoring and training.

These calls can also be accessed remotely for compliance checking

On-going changes and maintenance:

Acer monitor fault reports and are pro-active in identifying possible problems

The onsite phone technician gives assistance with minor problems and we perform changes and addition using remote access.

The maintenance contract also includes software updates approx 2 per annum.

We give free software updates included in maintenance contract.