Catalyst had previously used some basic user-operated call recording facility in their contact centre, which was found to be clumsy and intrusive, and it relied heavily on the user remembering to activate and deactivate the device. The CyberTech Call Recording Solution is now allowing the management team to schedule and perform quality control tasks and coaching sessions when it is more convenient for them and their teams.
Additionally, recorded calls can be swiftly retrieved and played back through CyberTech’s browser based search and replay facilities for immediate dispute resolution. Call recording as provided by CyberTech is also a statement for prospective clients of Catalyst’s operational strength, commitment to quality and regulation compliancy, giving Catalyst an additional competitive edge when tendering for new business.

“Since we operate within the telecom sector, we are ideally placed to have a fundamental understanding of the vast choice of different recording solutions in the market” - continued Mr Hurcombe, “We invested time in allowing our preferred short list of suppliers to tender for our business. We felt that for overall value for money, operational support and range of value added services, the CyberTech’s solution was a clear winner. Indeed after using the solution for a few months, I can honestly say that you cannot put a price on the value that the CyberTech recorder has brought to our business and on the positive increase in client’s perception which is fundamental to our continuous growth.”

QUALITY EVALUATION

Since the installation of the CyberTech call recording solution, Mr Hurcombe looked at the possibility of implementing other CyberTech applications. He identified the CyberTech’s Evaluate quality monitoring tool as something that could add value to his operation.

The CyberTech Evaluation application is a quality and efficiency monitoring solution. The system combines call and screen recording along with the evaluating application, all in one integrated solution. Mr Hurcombe commented: “Evaluate has allowed us to take a step back and look at all the strengths and weaknesses within the business and realistically allowed us to reassess what we do”. Evaluate – he added - is a fantastic tool and has allowed the company to measure performance and identify the areas that need to be addressed”.

ABOUT CATALYST COMMERCIAL SERVICES

Catalyst Commercial Services Ltd is one of the UK’s largest independent utilities companies. They offer a complete business consultancy service offering bespoke utilities solutions and strategies for the management of commercial electricity, gas, water, mobile and fixed line requirements. They evaluate business needs and work with their customers to find solutions that meet their immediate and future requirements. They can advise on day-to-day requirements and consider how their clients can maximise efficiency whilst lowering overheads and ongoing costs. For specific business requirements they regularly review accounts and provide their clients with information about new products and services suitable for their type of business.

CYBERTECH INTERNATIONAL

CyberTech International leads the voice logging and communications recording industry with global operations and offices throughout Europe, Asia, Middle East and the Americas. CyberTech is among the fastest growing data communications providers and a recognised innovator of voice recording and monitoring applications. With products and services that drive efficiencies in the capture, storage, retrieval and playback of voice, radio and data communications, CyberTech offers worldwide a suite of innovative recording technologies that enable organisations to achieve the highest levels of performance, quality assurance and liability protection while supporting existing business processes. With solutions deployed widely throughout organisations in the public safety, financial services and call centre markets, CyberTech uniquely adds value through commercial off-the-shelf (COTS) products and applications that are scalable, turnkey and easy to implement over a virtually unlimited number of channels.