

Case study for The Phone House utilising the Teltronics Call Recording solution

The Phone House (a division of The Carphone Warehouse) are Europe's leading independent retailer of mobile phones and services, with over 2,400 stores in 9 countries. Over the past 5 years, The Carphone Warehouse has built up a significant Telecoms business, which already contributes half of the Group's revenue and is set to be a major driver of future profitable growth.

The Phone House brief

The Phone House required voice recording solutions for their European contact centres for the purpose of verification, accuracy and agent protection.

The Phone House decision to bring in a recording solution was based on a number of factors. The European contact centres required VoIP extension recording for compliance purposes for their mobile phone verbal contract departments. Along with this primary focus the solutions had to have the ability to expand with company growth, have a strong emphasis on reporting along with adding a distinct contribution to the company's training model.

“The **praetorian** VOICE RECORDER™ has been a valuable tool in conducting training sessions for new employees,” said Danny Hudson, European Contact Centre Systems Consultant. “Our previously restricted internal training programmes have been enhanced by the addition of the ability to playback real life calls; showcasing to new employees The Phone House best practice models for call handling.”

The Phone House sites across Europe including Belgium, Holland, Spain, Portugal and Ireland have all found the Teltronics call recording solution invaluable in resolving customer disputes due to it's easy search, retrieval and playback of customer calls.

With additional functionality such as chart and database views, proven resilient reporting functionality and the option to purchase additional modules such as agent screen capture, and the agent evaluator grading package this was the ideal platform for The Phone House contact centres.

Key Benefits to The Phone House

- Improved analysis of call patterns and call durations
- Agent training has been improved to a high standard
- Enhanced customer service
- Disputes are resolved quickly and efficiently

“From its simplicity and value for money to the friendly and professional sales approach I would not hesitate in recommending the Teltronics call recording solution. The product has all the functionality we require and more,” said Danny Hudson. “Teltronics as a provider have been excellent, from the initial engagement, installations and technical support to the continuing account management”.