

24-7 INTOUCH Case Study



INTOUCH
@Home

How a Canadian-based work-at-home call center outsourcer uses OrecX to monitor agent performance for its tech support and CCaaS lines of business.



OVERVIEW

Providing work-at-home customer care for the world's coolest brands, 24-7 Intouch provides value-driven customer service solutions across its global contact centers.

“Simply put, OrecX performs better than the other recording solutions we use.”

Troy Denton
Sr. Telecom Engineer

SOLUTION

This contact solution provider uses OrecX across several lines of business to record calls for quality assurance analysis and to provide recordings to their clients upon request.

“We use OrecX across a number of lines of business - it’s much easier to integrate than the other recording solutions we use,” said Troy Denton, Senior Telecom Engineer.”

“Wherever we run our open source stack, we use OrecX 100 percent of the time.”

“We also use OrecX quite a bit for our internal teams. Our recruiting team uses it a lot - it’s the easiest to integrate.”

Locations: Canada, USA, Guatemala, Colombia, Philippines, Jamaica and Greece

Solution: Oreka TR (Total Recording)

PBX: FreeSWITCH and Avaya DMCC

Success

“The OrecX recording software is rock solid. It just works, which is something I really like to see in a solution.”

“I’ve dealt with a lot of vendors who didn’t like me going under the hood, so to speak. Your support team respected our needs and were very accommodating in terms of our need to customize the solution.”

“I’m an open source specialist, but I’ve never had to go down to the source to make changes or to troubleshoot the application. It’s easy to configure, and it just works.”

“I was involved in an OrecX transition and upgrade scenario in which we moved our data across sites. The data export and re-import process was seamless, and your support team was very knowledgeable and helpful.”

“Because of its openness, we are also able to use OrecX with our home-grown solutions as well. For our custom web-based telephony platforms, integrating with mod_oreka on FreeSWITCH was simple and effective.”

During the pandemic, at-home agents have become the new norm, and 24-7 Intouch had to adapt to that immediate change in early 2020.

“We do have a large number of agents working from home. The browser-based recording system allowed us to scale our operations without having to think about it.”

