

Star Transportation Mini Case Study

How a regional U.S. transportation company used OrecX to enhance customer service, mitigate disputes and improve sales success.



OVERVIEW

Star Transportation, a full line transportation company operating out of Minnesota, offering taxis, sedans, limos and airport shuttles, needed call recording to improve service, train staff and settle disputes.

SOLUTION & SUCCESS

“We have used OrecX for a number of years now and found them to be easy to use, and they provide reliable phone call recording,” said Adam Price, Manager, Star Transportation. “It has saved us from many issues with passengers when we can go back and play the call for them, and it allows us to train our dispatchers and customer service representatives to avoid issues in the first place.”

“In these uncertain times, no sale can slip through the cracks,” he continued. “OrecX allows us to track our salespeople, work on their selling skills, and it helps us close more business.”

“We highly recommend OrecX for any business that needs quality phone recording, at an affordable price.”

Adam Pierce
Manager

Licenses: 16

Solution: Oreka TR (Total Recording)

Business Use: customer service, dispute resolution, sales training