



How recordX has ‘changed our business!’

Customer disputes are easily resolved, and potential losses reduced because of call recording



By investing in Oak's recordX Call Recording system, CCL Vehicle Rentals can prove to contractors how high the level of customer service is they provide

CCL provides credit hire and repair exclusively for drivers (and their agents) who have been involved in road accidents that are not their fault. We have the experience to be able to make quick judgements of liability.

CCL was formed in 1997, simply because there was a need to help drivers involved in accidents. Over time we have grown more skilful and gained more industry experience, and now we are now one of the leading accident claims Management Company's in the UK. We are able to offer a full cost-effective service to our customers, and give total reassurance to their clients.

The CCL Group employs over 300 people and has a group fleet of over 7000 vehicles, from motorcycles and small hatchbacks, to executive luxury cars and commercial trucks. We have at our disposal one of the most comprehensive vehicle fleets in the industry.

Why Record Calls?

Gary Head – IT Director “We work in an industry where we have to establish facts surrounding an event. Most of our customers contact us by phone and therefore the recording of these calls is critical as it enables us to review what was said further down the line. As well as dealing with customers involved in an accident we also deal directly with the insurance companies, most of whom also use call recording. The recordX 90 channel ISDN30 system allows us to process claims faster by reducing the paper work involved in each claim. Agents can deal with calls quickly and efficiently knowing that a record is being kept of everything that's said.”

Gary also went on to say how recordX has proved a valuable training tool. “To ensure that our customer service is of a high standard we regularly review calls for training purposes. New members of staff can be played examples of “difficult” scenarios to see how an experienced agent handles the call. An array of different call scenarios can be played back through the recordX system. This means new staff can receive a better standard of training that enables them to be more prepared when they start to handle calls.