



Oak call recording system pays for itself in a day!

Instant retrieval of tamper-proof call data resolves dispute



NTBS, which provides a one-stop-shop for commercial vehicle breakdown, has chosen Oak call recording and call management installed by Ashton-u-Lyne based reseller Aspire Systems.

When a customer loaded up a truck despite being warned by Nationwide Transport breakdown Services (NTBS) that its refrigeration unit was faulty, it was only a matter of time before the load – worth £20,000 – had to be written off.

Thanks to a Oak call management and recording system installed by Aspire Systems, NTBS (www.ntbs.co.uk) could not be held liable for the loss, despite the customer's best efforts to lay the blame at their door. The call advising the customer that the truck was faulty was quickly retrieved by the Oak ProVoice system and emailed to the customer in MP3 format.

NTBS's roadside service for commercial vehicles ranges from mechanical to auto electric repairs through to trailers, tail-lifts, shutters, transport refrigeration and hydraulics. The company, based in Denton, Manchester, offers coverage anywhere in the UK and 32 European countries, with a target of attendance within the hour. If the roadside repair exceeds a previously agreed roadside cost limit, contact is made for authorisation to continue and NTBS maintains contact with their customers and attending agent, and provide regular updates on work being undertaken, costs and repair times.

In such a service industry, when decisions on expensive repairs are often made over the phone, reliable call recording with easy retrieval is vital for dispute resolution. In a highly competitive business such as theirs, NTBS must maintain the highest levels of customer service and the addition of effective call management enables NTBS to view missed calls (inbound and outbound), average and highest ring times etc and to assess the efficiency of their call handling team, and allocate resources most effectively.

Reseller **Aspire Systems** (www.aspire-systems.com) identified Oak's aiOffice call management with its superb and flexible reporting facilities and ProVoice call recording, with its user-friendly web interface and MP3 exports of easily-retrieved calls as the best solution for NTBS.

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Chris Brown, Business Development Manager at **NTBS** said: 'Oak's ProVoice call recording gives us tamper-proof call data which can be used to resolve customer queries before they evolve into disputes. We monitor the progress of breakdowns we cover and on the rare occasions when customers dispute invoices, we can quickly establish who was updated on a breakdown situation and authorised repairs that exceed the account limit.

"We also use call recording for training, as it is ideal for letting new starters hear the calls that we take and how they are answered and breakdowns are dealt with.

'With aiOffice call logging, being able to see exactly how busy our staff have been at any time, and how many calls we have made or received, enables us to not only manage our business, but also to review costs. Being able to see all the calls that have been made, even if there is no answer, is ideal for when engineers in the field say they have had no missed calls or customers say they were not kept informed. We have got the backup to say you were called at such a time and it rung for x number of seconds'

Aspire Systems has installed have installed close to a 1000 Oak systems over the past 15 years and has core strengths in call recording and call management. As a close family-run business it has no barriers between operations, sales, support and customer service and believes this gives it a more personal relationship with clients. Aspire director Daniel Iball said: "The close relationship we have with all of our clients enables us to identify opportunities for upgrades and improvement pro-actively, ensuring they always have the best systems for their needs."

Back at **NTBS**, Chris Brown is just happy about the case of the refrigerated truck: 'Oak ProVoice saved us £20,000 that day', he said.

More information from: Phil Reynolds
Oak
t: 01202 607000
e: phillip.reynolds@oak.co.uk

Lynne East
Lynne East PR
t: 01273 731184 / 07850 965442
e: lynne.east@btinternet.com
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