



Credit union gains confidence with reliable call analytics and reporting.



Veridian Credit Union is a member-owned, not-for-profit credit union in Iowa, USA, with assets over \$5 billion and a member base of over 250,000.

Deployment: 1,200 Endpoints

The Challenge

- Lack of confidence in the quality of reports sent out to managers
- Inconsistent reporting procedures
- Difficulty generating reliable reports

The Solution

With Variphy, Veridian builds reports with information that matters to its managers and partners. Reports can be as granular as the company needs, displaying data such as call scenario volume by a specified period, along with parameter options like end user, device, directory number, and department. Configurable reports assure Veridian that its managers and partners are receiving data vital to the company's day-to-day functions.

Variphy boosts Veridian's confidence in call history reports with user-specific dashboards and configurable widgets. Users can create new dashboards, select and view shared dashboards, and set a default dashboard to standardize reports.

Variphy allows the company to generate customized CDR reports as needed. Reports can also be scheduled for automated delivery via email or FTP. Veridian can choose to receive reports in their preferred file types: PDF, XLXS, HTML, or CSV.

For any questions Veridian has about reports, Variphy's support team is there to help. The support team works with Veridian to ensure the application meets its needs. When the company provided feedback, the support team listened — and implemented the suggestion into the product.