



Case Study

E-Choices Case Study

As one of Australia's top mortgage brokers, eChoice needed a reliable storage solution to save client calls, without having to implement new IT hardware.

With Telstra's help, eChoice implemented CallN, an affordable, cloud-based recording solution to streamline the process of storing and reviewing client calls.

With the capacity to tag and sort call files, eChoice are now able to remain in touch with client conversations in a manner that is safe, secure and reliable.

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- ✓ Safely store all calls in the cloud
- ✓ Increase reliability and decrease chance of data loss
- ✓ Simplify screening process through simple tagging system
- ✓ Improve reporting with in-built analytics software

The Challenge

- A need to gain a clearer sense of conversations with clients, simplify call screening for legal compliance, and remove the risk involved with storing leads on a local database.
- Challenges with saving and screening a high volume of calls on a regular basis.

The Solution

- CallN implemented a smart (VoIP) call recording solution that allows for agent monitoring, safe storage of data in the cloud, and enhanced compliance.
- Access to a suite of reporting tools that log core metrics, enabling eChoice staff to develop a deeper understanding of their clients' needs.

The Results

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