

# Answer 1 Communications

## Highlights

### Industry

- Outsourced Teleservices

### Challenge

- Operating on an outdated recording and evaluation system that was hard to use and inflexible

### Solution

- Encore™ Technology Suite

### Results

- Eightfold improvement in efficiency with Encore Screen Recording
- Reduced problem identification from 25 minutes to a few minutes

"We realized that by combining both voice recording and screen recording we could greatly improve customer satisfaction."

### Cameron Reichert

Customer Service Manager  
Answer 1 Communications

## COMPANY

Answer 1 Communications (Answer 1) provides outsourced teleservices including order taking, appointment scheduling, remote receptionist and customer service, to a wide range of corporate customers. Answer 1's services help streamline their customers' business processes and improve their bottom line.

## CHALLENGE

The challenge facing Answer 1 was that they were operating on an outdated recording and evaluation system that was hard to use, inflexible and had limited customization capabilities. Since the Company works as a intermediary between corporate customers and their end users, they needed a quality monitoring system that could help resolve disputes quickly, was easy to use and would improve both client satisfaction and agent productivity.

## SOLUTION

In 2006, Answer 1 implemented Encore™, including Voice Recording, Screen Recording and CenterPlus, dvsAnalytics' performance management solution.

"Prior to purchasing Encore, we knew we needed screen recording," said Cameron Reichert, Customer Service Manager at Answer 1. "Screen recording is an absolute must have for every call center. We realized that by combining both voice recording and screen recording we could greatly improve customer satisfaction."

## RESULTS

"dvsAnalytics' Encore Audio & Screen Recording products have completely improved our Customer Service processes," said Reichert. "Since implementing Screen Recording, we are able to reduce the time it takes to research and identify root cause problems from 25 minutes to just a few of minutes, which means we have more time for coaching and training sessions. Plus, the screen recording allows us to be 100% confident we have found the true cause of the problem."



With Encore, Answer 1's management team is now able to gain insight into all aspects of the customer interaction, as well as reduce errors and omissions.

"At Answer 1, we service many customers for order taking, customer service and technical support. Now that we have the Encore screen capture product we have added more depth to our quality assurance program and this gives us an advantage over our competition. We sell it as a value-added feature," said Terri Paffile, National Sales Manager at Answer 1.



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**Terri Paffile**  
*National Sales Manager  
Answer 1 Communications*

### About dvsAnalytics

dvsAnalytics is a leading provider of agent productivity and analytics solutions for enterprises and contact centers. For more than 25 years organizations have relied on dvsAnalytics proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve productivity.

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