

where we have training gaps. I think for new staff, when we're training them, the ability to listen to recorded calls that have been handled well is important so that throughout their training as they learn each of the lines, we can play calls for them. That's a plus in terms of our training results."

The scope of that process is daunting when you consider the wide array of services and scenarios an agent has to deal with each day. BC211 provides 211 service as well as a Drug and Alcohol Information and Referral Line, Problem Gambling Help Line, Youth Against Violence Line and VictimLink BC. Agents are trained to assess callers' needs and direct them to the appropriate service. One call could be someone with a gambling problem looking for assistance. The next could be a domestic violence victim in need of a shelter. The third could be a homeless teen in trouble. The list goes on and on.

Regarding the service, Maschewski said, "From your phone, you can dial BC211 and your call will be answered by an Information and Referral Specialist. Regardless of your need, those Specialists answer for all the lines; so they're highly trained individuals."

Efficiency and ease of administration are vital when dealing with calls of this nature, and Holman is a fan of Tracer's performance in these areas. "I think it's definitely efficient," she said, "so that a team lead from their station can go in and pull up calls and then do coaching on that call. It's really simple to find the call, bring the agent over and go over it."

Maschewski notes, "In addition to the integration with the phone system, it was the whole range of Tracer's features that led to it being the recording solution of choice for BC211. The power OAISYS offers, such as the encryption and watermarking, is exceptional. Security is paramount for BC211. They're very concerned about someone unauthorized being able to play back these recordings or the recordings falling into the wrong

hands because they value the confidential nature of their service and protecting the privacy of their clients. We really reinforced that in both the online and onsite demonstrations. The fact that you can share a call but set the link to expire after a certain time really made them feel comfortable."

Combining OAISYS Tracer with ShoreTel's Enterprise Contact Center demonstrated to BC211 how real-time event feeds can provide queue and agent information and performance metrics.



This comprehensive reporting capability would enable BC211 to show their funding organizations and providers how they had performed in their specific area, increasing the overall value of information and expanding business intelligence.

"The total solution comprised of OAISYS and the ShoreTel Enterprise Contact Center was the winning combination," Maschewski said. "It's ultimately what set us apart from the contenders."



To learn more about OAISYS solutions and how they can benefit your business, please visit our web site at www.optinetsystems.com.

Optinet Systems, Inc.
Tel: 604.288.1300
Fax: 604.233.1255
Email: sales@optinetsystems.com

©OAISYS 2011. OAISYS, the OAISYS logo, Talkument and the Talkument logo are registered trademarks of Computer Telephony Solutions, Inc. All rights reserved.