



blueButler iDR Allows Evotem to Train Staff for Success

Call monitoring solutions have many uses, including valuable staff training. So when Evotem's Director of Sales, Mark Hadley, realized he needed an affordable solution to achieve his training objectives, he turned to Telecorp Products for blueButler iDR.

“Prior to getting blueButler iDR, I measured performance by measuring phone activity and sales results. I would measure quality by performing side-by-side evaluations, which was both time consuming and costly (because I had to) wait for a good contact. True quality performance evaluation results were somewhat ineffective, vague, and difficult to gather. With blueButler iDR I can sort by length of call, sales rep, and or date/time, which allows me to quickly find quality calls to score and provide detailed feedback to my reps. I can provide call feedback to my entire team in the same amount of time it used to take me to camp-out at one reps desk.”

Mr. Hadley's decision to implement blueButler for call recording is one he stands by. The quality is good he notes. (blueButler iDR) functions the same as the more expensive products. I have used similar products with 3 different Fortune 500 companies. The quality and functionality is the same.

The installation was a single day process - easier than I imagined, Mr. Hadley explained. Techs were onsite to ensure installation was flawless and the Evotem staff had all of their questions answered. Because the techs were able to efficiently complete the installation in just one day, Evotem saved valuable time and cost.

With blueButler iDR installed and recording every call, Mr. Hadley was able to move his business forward. (It) gave me everything I needed to listen to call quality and train my reps for success.

Because of the quality and functionality of blueButler iDR, Mr. Hadley highly recommends the product for other companies faced with similar training challenges.

About Evotem

Evotem offers innovative resources, tools, and industry intelligence for enterprise telecom environment management. Their products and services are built on industry standards and best practices to help organizations increase efficiency, reduce costs, and enrich staff contribution. Evotem is online at www.evotem.com

About blueC 802

blueC 802 Inc. specializes in enterprise Digital and VoIP Call Recording and Fixed Mobile Convergence software. With a focus on providing highly innovative and unique solutions that help customers grow their business; blueC is committed to providing the professional care and short-term return on investment that today's world-class organizations demand. For more information please visit www.blueC802.com