



blueButler iDR Increases Home Security of America's Efficiency and Credibility

When Home Security of America's (HSA) IT department found themselves receiving a constant flow of calls requesting copies of previously recorded call files, they knew they needed a more efficient solution. As Dan Brown, Senior Vice President of IT, described the situation, it was a mess.

(Agents would) send me a note saying "Hey, we need you to pull this call" so I'd pull this call and then I'd send it to them. Unfortunately, that wasn't the end of the request. Agents would later say, "Well, now it needs to be converted so we can send it out to a client or customer or whoever." To complete this request, Mr. Brown had to bring it back in for reformatting. The cycle continued; he explained, "I had to purchase special software to convert the file. Then I'd send it to them and they'd email it and it'd be too large.

It was obvious their current software was inefficient, and costly. The HSA staff was consistently using their call records for dispute resolution and vendor disputes, which both required prompt attention. A vendor would tell the homeowner one thing, and us another, said Mr. Brown. With HSA's credibility on the line, he realized that the excessive time consumption and tedious reformatting needed updating.

After researching the market, Mr. Brown turned to Telecorp Products. With Telecorp's knowledgeable staff, Mr. Brown was able to implement blueButler iDR quickly and reap immediate results.

First of all, IT no longer receives daily requests to restore calls. That's huge. Everybody likes the interface. We're just starting to use the client now and adding notes and that sort of thing to calls. (There's) just a huge difference in accessibility. You can even email (the calls)!

Now that blueButler iDR has been implemented, and HSA's credibility secured, Mr. Brown's staff is able to focus on other, more pressing, projects. Occasionally questions regarding blueButler iDR have come up, and support staff has proved reliable by taking and returning calls promptly.

As result of the successes he's had with blueButler iDR, Mr. Brown recommends the product for others with similar call center needs.

About Home Security of America (HSA)

Home Security of America has been providing homeowners and real estate professionals with home warranties for over 25 years. HSA provides comprehensive, affordable home warranty coverage and service that's second to none. HSA is online at www.onlinehsa.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