



## TriVium – NEC Mutual Customer List (Representative) Case Studies

Following is just a representative list of TriVium’s SonicView customers from various different vertical markets using NEC phone systems. Please talk to your Account Manager if you have specific questions about how a customer is using SonicView product.

Customer	Vertical Market	Need / Solution
Colorado Springs Airport	Airport	<ul style="list-style-type: none"> <li>Record all phone lines and radio channels for security and compliance reasons</li> <li>Extensive reporting on organization-wide phone usage</li> <li>Tracking emergency calls</li> </ul>
Sheppard Motors	Auto Dealership	<ul style="list-style-type: none"> <li>Record 100% calls – inbound on 1-800 &amp; local trunks as well as outbound calls</li> <li>Replaced CallBright’s service that was recording only 1-800 numbers, which was only less than 10% of the overall calls. Sheppard was paying around \$400-\$500 per month for CallBright service</li> <li>Search for calls using a variety of criteria including length of call and account codes</li> <li>Tool to incentivize sales force based on call volume and performance</li> </ul>
Wingate Healthcare	Assisted Living	<ul style="list-style-type: none"> <li>Record calls at the centralized pharmacy that supports 18 facilities</li> <li>Proof of call to be provided to facilities on a need basis</li> <li>To be able to search for calls based on which facility the call came from</li> </ul>
Airport Freeway Animal Hospital	Animal Hospital / Pet Care	<ul style="list-style-type: none"> <li>Record all types of calls – emergency, scheduling, consulting, billing, collection etc.</li> <li>Quality Monitoring, training, proof of call and dispute resolution</li> </ul>
Denver Credit Union	Credit Union	<ul style="list-style-type: none"> <li>Comply with federal regulations that govern financial institutions</li> <li>Reliable system to monitor member disputes, address fraud and illegal activities</li> <li>Reports for the management to effectively draw up expansion plans</li> <li>Quality assurance and employee training</li> </ul>
America’s Call Center	Call Center	<ul style="list-style-type: none"> <li>Record all calls for quality assurance &amp; training</li> <li>Create and send client reports with links to recordings</li> <li>Agent productivity statistics</li> <li>Be able to evaluate agents based on different criteria, grade them and compare performances between different teams.</li> </ul>

Modern Recovery Service	Collection Agency	<ul style="list-style-type: none"> <li>Record every call for quality monitory and compliance reasons</li> <li>Comply with various regulations including FDCPA, PCI etc.</li> <li>Be able to pause and resume recording on demand</li> <li>Pull reports quickly and easily based on client or a file number</li> <li>Integrate with a third party premise based dialer solution</li> </ul>
Sewing Machines Plus	eCommerce Company	<ul style="list-style-type: none"> <li>Record all calls for proof of call</li> <li>Track calls originating from various internet campaigns and measure the actual sales conversions – the ultimate ROI tool</li> <li>Integrate with Google AdWords and Google Analytics so that all the statistics are available from Google Analytics</li> </ul>
Schalmont School District	Education – Schools	<ul style="list-style-type: none"> <li>Triggered by the Newtown school shooting, Schalmont School wanted to record all calls.</li> <li>Record all calls for security reasons</li> <li>Reliable and robust recording system with tamper proof storage.</li> </ul>
Arizona College	Education – College	<ul style="list-style-type: none"> <li>Record all customer facing employees</li> <li>Quality Monitoring and Agent evaluation</li> <li>Security and emergency call recording</li> </ul>
Summit Financial Corporation	Finance	<ul style="list-style-type: none"> <li>Record calls for regulatory reasons</li> <li>Quality Monitoring and ensuring customer satisfaction</li> <li>Recording has to comply with the industry compliances.</li> </ul>
Town of Flower Mound	Government	<ul style="list-style-type: none"> <li>High amounts of customer complaints in some departments were affecting employee morale. Town wanted to record all those calls so that issues are easy to escalate to higher ups.</li> <li>Needed a secure and tamper proof solution to comply with town’s IT policies</li> <li>Centralized solution that would consolidate recordings from three different locations</li> </ul>
The Heart Group	Healthcare Clinics	<ul style="list-style-type: none"> <li>Record all patient interactions including scheduling, billing, collection etc.</li> <li>Conflict resolution, avoid “he said, she said”, improve quality and assist in training as well as liability protection.</li> <li>Needed to centralize recordings from 3 different locations in to the main location where the head physicians and management team were.</li> </ul>
Uro Matrix	Healthcare Supplier	<ul style="list-style-type: none"> <li>Record calls organization wide (while being able to exclude the executive management) for quality monitoring</li> <li>Customer facing people’s recordings were also used for order proof, training and for dispute resolution.</li> <li>High level productivity reports for management to take the right decisions</li> </ul>

Ontario Teachers Insurance Plan	Insurance Provider	<ul style="list-style-type: none"> <li>Record all calls for Compliance, Quality Monitoring, Proof of call and Dispute resolution</li> <li>All IP phones</li> <li>View each leg of the call separately rather than cradle to grave</li> </ul>
Cowan Insurance	Insurance Agency	<ul style="list-style-type: none"> <li>Record all calls for Proof of call and Quality Monitoring</li> <li>Centralize recordings from multiple sites to the Corporate HQ</li> <li>Agent Evaluation &amp; Grading to see how employees are improving over a period of time</li> </ul>
Dillon Law	Legal	<ul style="list-style-type: none"> <li>Record every call made with the consumer related to collection matters</li> <li>Integrate out of the box with their legal software so that client reports can be generated easily</li> <li>Comply with various federal and state laws</li> <li>Integrate with a 3<sup>rd</sup> party hosted dialer and bring recordings from the dialer to the same database so that users can search for all calls from one interface.</li> </ul>
Surya Rugs	Manufacturing	<ul style="list-style-type: none"> <li>Recording calls from Retailers who place orders on the phone.</li> <li>Dispute Resolution and Quality Monitoring</li> <li>Reports based on retailers and frequency of their calling to plan production</li> </ul>
Superior Press	Printing Press	<ul style="list-style-type: none"> <li>Serves several banking customers who call to place orders for checks</li> <li>Record all calls for tracking orders, proof of call and dispute resolution</li> </ul>
City of Langston Police & Fire Department	Public Safety	<ul style="list-style-type: none"> <li>Record all calls for compliance, security and proof of call</li> <li>Robust and reliable system that is used by other public safety organizations</li> <li>Be able to automate reports based on various scenarios and deliver to emails of management</li> </ul>
Town Fair Tire Centers	Retail	<ul style="list-style-type: none"> <li>85 stores all over Northeast United States</li> <li>Corporate Managers need access to recordings and call statistics of all stores from Corporate HQ</li> <li>Track call volume and other call statistics for each location</li> <li>Measure quality of customer interaction by listening to calls and grading agent interaction</li> </ul>
Fahey Pest Control	Services – Pest Control	<ul style="list-style-type: none"> <li>Record all calls for quality monitoring</li> <li>Review recordings to understand why customers are placing the order so that they do more targeted marketing</li> <li>Order tracking and proof of call</li> </ul>
Mike Williams Heating, Plumbing & AC	Services – HVAC	<ul style="list-style-type: none"> <li>Record calls for quality monitoring and dispute resolution</li> <li>Provide recordings to customers as a proof when there is dispute on pricing or scheduling misunderstanding</li> </ul>
Labor Solutions	Staffing	<ul style="list-style-type: none"> <li>Training the sales people during weekly meetings</li> <li>Need a way to go back and listen to the call to understand or verify the customer's exact staffing requirements</li> </ul>

Zenith Infotech	Technology	<ul style="list-style-type: none"> <li>• Technology company with complex sales and support making training extremely important for employees to succeed</li> <li>• Wanted to incorporate call recording as a key tool to help in on the job training of employees</li> <li>• Needed a powerful and simple to use system through which they could track all calls and see how employees are improving over a period of time</li> </ul>
Yellow Cab	Transportation	<ul style="list-style-type: none"> <li>• Recording all calls of schedulers and dispatchers</li> <li>• Quality Monitoring and Dispute resolution</li> </ul>
Silicon Valley Power	Utility	<ul style="list-style-type: none"> <li>• Record all call from cradle to grave</li> <li>• Need an extensive report on all extensions the calls went through before ending</li> <li>• Extensive reporting for middle management to take the right decisions.</li> </ul>