Teleformix
ECHO

IBM

Business Challenge

Companies are seeking competitive call center advantages by improving their commitment to customer-service-driven support. At the same time they're looking at ways to reduce capital risk and expedite the call center collection process. There's also a need to be able to provide proof of compliance with regulations such as the Gramm-Leach Bliley Act (GLB) and the Sarbanes-Oxley Act (SOX).

Solution Description

ECHO is a digital voice-recording, quality-monitoring and customer relationship management (CRM) platform with a user interface that is based on a Web browser. ECHO supports the integration of unlimited questions and criteria into a campaign. With this level of customization, customers can address a variety of concerns with pinpoint accuracy, while still maintaining a global perspective on customer relationships. Built using IBM System x hardware with the stable Linux® operating system, the ECHO system provides the reliability necessary for compliance with the growing number of regulatory policies affecting many industries.

Value Proposition

ECHO improves call center productivity. Supervisors are able to train and motivate agents by using the evaluations functionality of the solution, using particularly good calls as training examples. They are also able to use the scored evaluations of agents that need assistance and further training. If there is no improvement in an agent's performance, they have the history of previous calls and evaluations to serve as means for termination when necessary. ECHO assists in effectively managing customer service initiatives, providing a competitive advantage to companies that have installed the solution.

Company Description

Teleformix offers ECHO a feature-rich, complete, turnkey, digital voice-recording solution based on Linux and an IBM platform. ECHO is designed for call-center help desks across all verticals. Teleformix offers customizable and highly scalable solutions to seamlessly integrate with any existing business architecture. Teleformix also offers a complete suite of solutions designed for call centers.

IBM Segment
- Data Management
- Informix

Business Function
- Call Recording and Monitoring

Target Industry
- Cross Industry

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