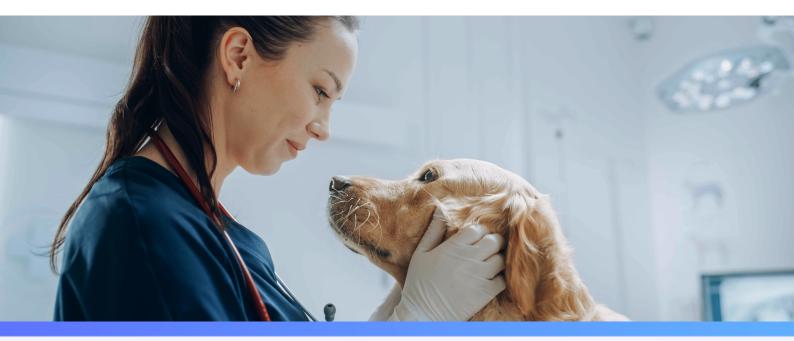# Vétophonie: Improving Call Quality and Customer Satisfaction with ASC Technologies

VETOPHONIE

Vétophonie is a veterinary call regulation service that has been in operation since 2010. They offer a compassionate 24/7 listening service for veterinary clients, handle emergency calls with a team of fully qualified veterinarians and provide a veterinary medical secretary service to relieve veterinarians during clinic hours. Additionally, Vétophonie manages on-call duty schedules and offers a premium-rate number option to filter non-urgent calls.

CUSTOMER NAME
Vétophonie

INDUSTRY
Vétophonie

SOLUTION
ASC Neo Cloud Services

REGION
France

www.asctechnologies.com

Market issue

Before implementing ASC Technologies' solution (marketed under the name Mitel Interaction Recording – MIR – by the company Mitel), Vétophonie faced several critical challenges related to managing their telephone communications. The absence of voice call recording made it impossible to control the quality of agents' phone calls. This also limited opportunities to improve customer satisfaction and effectively train the teams.

Challenge

Vétophonie had several specific needs in terms of a communications recording and analysis solution:

"We were looking for a solution that would allow us easy access and quick retrieval of calls. It was also crucial to be able to export recordings as evidence and to have a web-based solution accessible to all users with advanced filtering and search functions".

— Mr Samuel BERNARD Founder of Vétophonie

Vétophonie also wanted:

- A scalable and high-performance solution, accessible to all users.

- 100% call recording.

- Improved call quality, with features for replay, search and export conversations.

Flexible IT architecture

Before integrating ASC Technologies' solution, Vétophonie had an infrastructure with around ten servers dedicated to data storage and communication security. They preferred a solution that offered significant flexibility, like ASC's, thanks to the widespread use of softphones.

With ASC Technologies, Vétophonie was able to create a flexible IT architecture using a secure cloud solution. Access is provided through a URL leading to an ASC suite with an intuitive web interface, enabling easy and secure connections.

Partnership with A4PLUS: Strategic support.

Vétophonie's partnership with our partner A4PLUS was crucial in the successful transition to the MIR by Mitel solution. Thanks to their expertise and strategic support, A4PLUS guided Vétophonie throughout the entire process, providing valuable advice and personalized assistance. Their involvement was essential to ensuring a smooth and efficient transition.

"With nearly 5 years of partnership, the ASC Technologies offering has not only been adopted by our clients for its high compatibility but also by our teams for its ease of deployment and supervision."

Benefits

After 3 months of using the MIR solution, Vétophonie noticed significant improvements in call management, particularly thanks to the PowerPlay Web feature, which allows supervisors to easily access recordings.

The solution met Vétophonie's expectations and even exceeded them in terms of call quality and ease of use. Vétophonie highly recommends the ASC Technologies solution for its reliability, comprehensiveness, and effectiveness in improving call management.

Simplified User Experience

Mitel MIR solution offers a simple and intuitive interface, allowing for quick adoption by users. The features for searching, replaying, and exporting conversations are easily accessible, which enhances the efficiency of daily operations.

Reduced maintenance

By deploying in the cloud, MIR minimizes the need for IT maintenance.

As the solution is entirely software-based, it reduces effort and costs.

Optimum security

Sensitive data is stored securely in the cloud, with advanced encryption. Only administrators and authorized users can access recordings, guaranteeing maximum protection.

Flexibility and Speed of Deployment

The Neo solution can be set up in just a few hours, entirely remotely. New licenses can easily be added by activation, offering great flexibility to adapt to changing business needs. This speed and simplicity of integration means you can get up and running quickly and efficiently.

About ASC

ASC is a global provider of omnichannel recording, quality management and analysis software for all companies with recording needs. These include contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates communication flow interactions, either as an on-premise solution or in the cloud. Headquartered in Germany, with subsidiaries in the UK, France, Spain, Switzerland, Romania, Dubai, the USA, Brazil, Mexico, Hong Kong, Japan and Singapore, as well as a worldwide service network, ASC is a major global player in its sector.

About A4PLUS

A4PLUS, originally specialized in IT, has gradually integrated telephony into its services, which now accounts for 80% of its business. A4PLUS primarily serves the SME market, with expertise that extends from large enterprises to small and medium-sized businesses, as well as reseller partners.

About Mitel

Mitel is a global leader in the field of business communications. For nearly 50 years, they have been helping businesses and service providers connect, collaborate, and deliver innovative services to their customers. Mitel offers professional communication solutions tailored to each industry, including unified communications, collaboration, and contact centers. Their products are feature-rich and designed to meet the needs of businesses.

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