



CASE STUDY

Oklahoma County - 70% improvement in voice data quality





OVERVIEW

Oklahoma County governs the largest county in the centre of Oklahoma. It covers Oklahoma City which is both the state capital and the county seat.

The County first used Dubber to record incoming calls when the IT department needed to capture problematic help desk conversations. The county is a Cox Communications customer and the telecommunications company offers Dubber as its standard call recording technology.

Now the cloud-based call recording software is used by a number of departments across the county as well as the District Attorney's office.

Dayne Coffey, the IT department's co-director says it started because a handful of callers became difficult to deal with. **There was a clear need to use recorded call transcripts to mitigate conflict resolution and for internal training.**

He says, "We would record calls if someone was unruly. We wanted to be able to store the recordings indefinitely in case something came up later. We would review the conversations and, if necessary, we could show people what they said and how they were talking to our people".

Before Dubber, Oklahoma County had basic on-premise call recording. **People struggled if they needed to go in and retrieve calls.**

For Coffey, the district attorney's office is the biggest user and the largest Dubber implementation in terms of line numbers. There, the software monitors phone lines to district attorneys, assistant district attorneys and their support staff.

"The office will occasionally record calls. The lawyers there will do phone interviews with witnesses and they want those recordings as they prepare for court."

"A couple of support staff in the office have their lines recorded but it's mainly about the assistant district attorneys. At any given time there are around 85 to 100 ADAs. All the lines are set up for playback and the lines are recorded constantly."

Coffey says Oklahoma County's Assessor's Office uses Dubber for customer care training. **It is improving productivity and streamlining how the office operates to this day.**

"We've got one manager overseeing a customer care team who likes to keep track of who people are talking to and how they are handling calls. She logs into the console every day and **reviews the transcripts.** She listens in when she feels she needs to and takes those calls, **using them for training.**"

The county's Human Resources department uses Dubber call recording to capture calls to and from employees.

While HR records on most of its lines, it only uses recordings on a sporadic basis. Yet, as the director of HR explains, **"When we need it, we really need it. It is most useful if someone makes a claim."**

Today the growth continues.



THE CHALLENGE

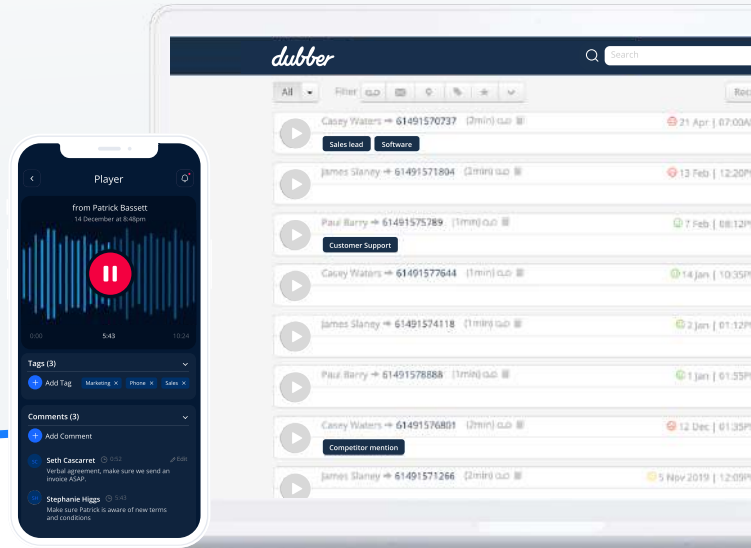
- Legacy call recording performance.
- Dispute/conflict resolution in the Sheriff's Office and HR.
- Quality of recordings for trial preparation.
- Affordable option with more capability.

THE SOLUTION

- The Cox phone system where Dubber is integrated across all departments.
- Set up was immediate.
- Phone recording followed people regardless of device or location.
- Solution for District Attorney's Office, HR, Assessor's Office, Sheriff's Office and IT Department.

THE TECHNOLOGY

- ✓ Dubber's Unified Call Recording



THE RESULTS



Cloud-based

Pandemic conditions didn't impact how conversational data was captured.



Accessibility

Cox's telephony technology allowed for login from any location and from any device.



Easy Setup

Re-assigning phone lines with call recording takes minutes, no onsite audits required.

“Finding previously recorded conversations for court cases takes only minutes vs. hours, and the increased data quality has improved court preparation time.”

Dayne Coffey

Co-Director Oklahoma County Information Technology





End not knowing

Get better outcomes from your team
and unlock the value within voice

visit **dubber.net** for more

dubber

