



HINCHINBROOK
SHIRE COUNCIL

CASE STUDY

Hinchinbrook Shire Council improves dispute resolution with Dubber call recording



dubber

dubber.net



OVERVIEW

Hinchinbrook Shire Council uses Dubber Call Recording for its main customer service centre to improve dispute resolution and staff training and to meet regulatory requirements.

One key application of Dubber is council rates debt collection. In the past the council has run into problems with ratepayers claiming they had missed calls or that they never took place.

Emma Prior, the council's administration services team leader, says the council uses call recordings to verify that contact had taken place and speed up debt collection.

Since then Hinchinbrook has expanded its use of Dubber to other departments. She says this will make it easier to keep control of calls.

The council recently moved to Microsoft Teams. It aims to centralise all incoming calls through the centre creating a single point of contact with recording on every call.

Prior says the Dubber technology is part of the council's goal of resolving 80 percent of incoming enquiries at the first point of contact.

While this has already improved significantly, she is using Dubber for staff training to make further gains. She says hearing calls helps her team learn best practices.

Moving to Teams and Dubber has meant a huge cultural change. Information services manager Steven Veltmeyer says it was a massive shift in a short time as the council took phones off desks.

Hinchinbrook's next step will be to utilise Dubber's advanced AI features. It plans to simplify the way a supervisor might intervene if a call needs escalation.

The usage of AI may include flagging and reporting information and calls and being able to provide council managers with information without needing to listen to hours of call recordings.

“Dubber helps us deal with contentious issues – we get a lot of 'he said, she said' with our customers. We use the recordings to back us up.”

Emma Prior

Administration Services Team Leader, Hinchinbrook Shire Council





THE CHALLENGE

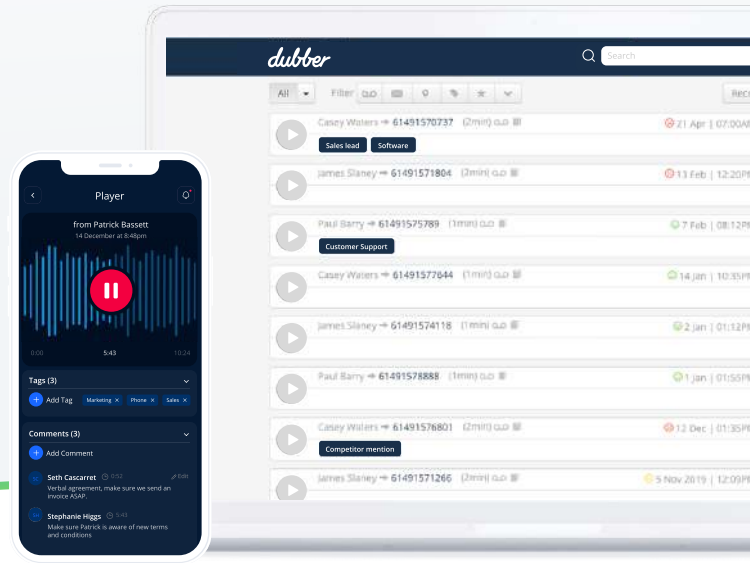
- Needed a recording solution to verify conversations between council staff and ratepayers.
- Had to integrate seamlessly with Microsoft Teams.

THE SOLUTION

- Dubber call recording and voice AI deployed on Microsoft Teams.
- Means the customer service team can record all incoming calls.
- Dubber made it easy to search and listen to the recordings when needed.

THE TECHNOLOGY

- ✓ Dubber Premier (Call recording and Voice AI)
- ✓ Microsoft Teams Calling



THE RESULTS



Faster dispute resolution

Recordings resolve contentious issues and avoid “he said, she said”



Proof of conversations for legal and regulatory purposes

Accurate and immutable records of all calls.



Staff Training

Recordings are used for staff training and onboarding new staff.



Remote working

Moving to Dubber and Microsoft Teams made working from home possible





End not knowing

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and unlock the value within voice

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