

Cover·More

CASE STUDY

Cover-More remains on top of compliance with Dubber





OVERVIEW

Cover-More Group's Australia and New Zealand claims team uses Dubber call recording to stay on top of auditing, compliance and legal requirements.

Cover-More is a travel insurance provider that also offers medical and risk management assistance for travellers. It is part of the Zurich Insurance Group.

Peter Valdes, Cover-More's global Telephony and UC Lead says the claims team records all calls to protect both parties.

"The investigations team uses call recording to listen to any call that a staff member flags as concerning or suspicious," he says.

"If we deny a claim because of inconsistent statements, we may need to rely on the recording as evidence if the customer disputes our decision."

Peter says cloud-based call recording makes it easy when staff work from home or from more than one office.

While Cover-More has used call recording in the past, it looked at options when the business moved to Cisco Webex. Kytex, Cover-More's integration partner, recommended Dubber because of its smooth Webex integration.

"Dubber's great. The portal is simple to use. Finding calls is straightforward; you look for the time, date and who picked up the call, then just play. You can tag it for later or download it," Peter says.

Cover-More is looking at ways to integrate Dubber with its other systems. It is also exploring how it can make information captured in claims investigation calls available to other business units.

"The claims team needs Dubber call recording to protect Cover-More, the product we sell, the customer holding the policy and to remain compliant."

Peter Valdes

Global Telephony and Unified Communications Lead, Cover-More Group





THE CHALLENGE

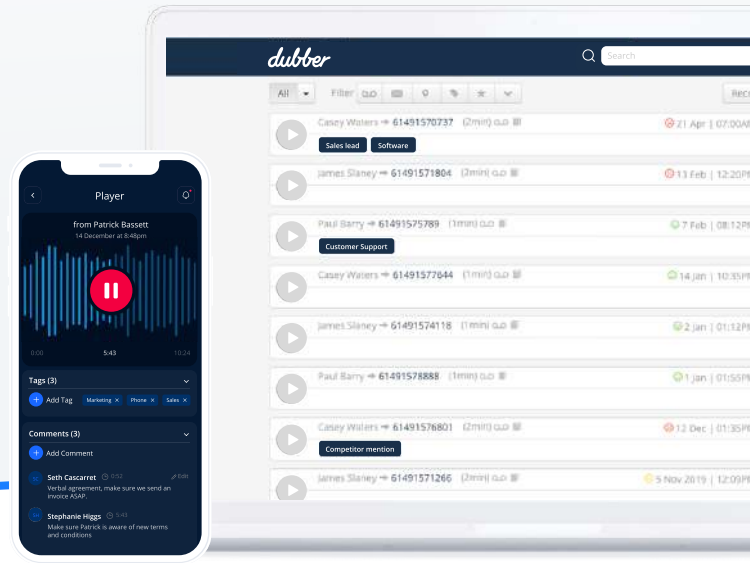
- Needed a recording solution for the claims teams' inbound and outbound calls to meet legal and compliance requirements.
- Had to work across multiple locations and record Cisco Webex calls.

THE SOLUTION

- Dubber call recording and voice AI deployed on Cisco Webex.
- This enabled the Claims Team working at the office in Brisbane or Sydney or remotely to record all customer calls.
- Dubber made it easy to view the recordings and transcriptions of calls when needed.

THE TECHNOLOGY

- ✓ Dubber Premier (Call recording and Voice AI)
- ✓ Cisco Webex



THE RESULTS



Evidence and protection

Recordings provide evidence if a customer disputes a decision.



Meets needs of hybrid workplace

Enables staff to have calls recorded when working from home or office.



Meets legal and compliance requirements

Recordings and transcriptions of all investigations to comply with legal record keeping and compliance requirements.



Fast and easy to use

Recordings and transcriptions can be searched and found quickly easily if needed during investigations.





End not knowing

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

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