Case Study

# NT Recycling Solutions cuts costly disputes, booking errors with Dubber

# Overview

NT Recycling Solutions is a waste management and recycling business in the Australian Northern Territory city of Darwin.

It sends trucks to deliver empty waste bins and collect filled ones. It can be complex with different bins used for different types of waste, and not all bins are compatible with all trucks.

Before Dubber, the company had no way to verify bookings or know if customers were right when they claimed their instructions had not been followed. This was expensive with trucks frequently being sent back to revisit earlier calls. This was costing NTRS around $1000 a week.

**Installing Dubber call recording meant customer disputes could be resolved fast.** Moreover, general manager Dean Caton says now customers know all calls are recorded, there are fewer disputes.

NTRS uses Dubber call recording in tandem with Dubber's CallN reporting for call statistics and customer insights. It also **uses recordings for staff training purposes** - this is especially helpful when a new member joins the team.

Dubber's recent partnership with Microsoft together with rich functionality were central to giving NTRS the right solution.

Previously, NTRS was operating a traditional on premises phone system, using Dubber for recording. When it moved to Telstra Calling for Office 365, Dubber crafted a unique solution that delivered Dubber's backend recording while maintaining the familiar Dubber CallN interface at the front end.
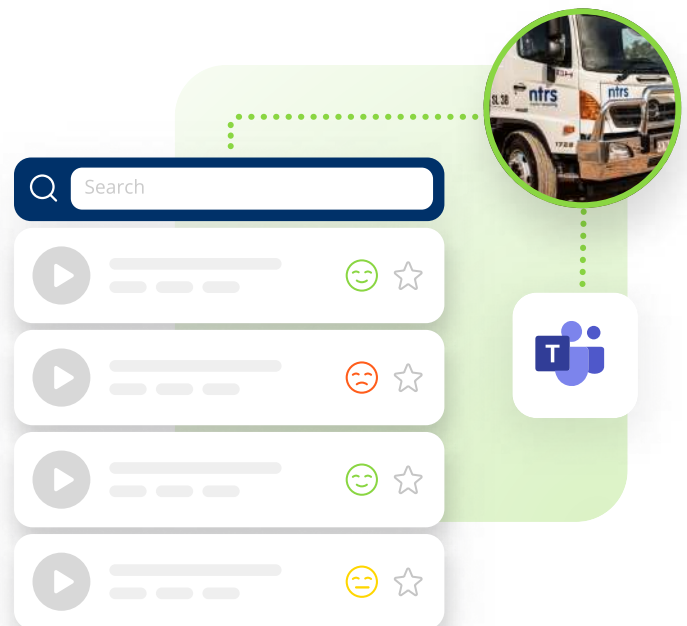
## The Challenge

- NTRS needed to resolve customer disputes that were costing thousands
- Drivers wasting time revisiting sites due to booking errors
- Needed to train new staff on how to gather the necessary information

## The Solution

- Dubber call recording deployed on Telstra Calling for Office 365.
- This enabled contact center staff to record all inbound calls.
- Different department heads can all easily review calls and reports

## The Technology

- Dubber Teams (Call recording)
- Telstra Calling for Office 365 (based on Microsoft Teams)

## The Results

**Cost savings of up to**

### $50,000/per year

By reducing costly disputes and booking errors.

✓ **Staff Training**
Reduction of errors in bookings through effective staff training

✓ **Critical evidence**
Evidence to verify customer orders placed and resolve disputes quickly

> "Our business is based on time, so mistakes are costly. Dubber saves us $1000 per week. We can verify what customers ordered and reduce errors in bookings".

**Dean Caton,**
General Manager, NT Recycling Solutions

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