



CASE STUDY

Visium Networks solves disputes with Dubber call recording



dubber

dubber.net



OVERVIEW

Visium networks operates advanced video networks around the clock for clients in Australia and New Zealand from its base in Melbourne. The business uses Dubber Call Recording to capture incoming client calls in its 24/7 network operations centre and resolve any disputes.

Team members at Visium's network operation centre monitor alarms, cameras and remote access for clients. While much of the monitoring is automated using facial recognition and AI, each team member has five screens so they can see what is going on at client premises.

A client might call the operations centre and ask if they can see footage from something that happened.

Lead IT Engineer Charm Abeywardana says: "We use Dubber mainly for recording and historical purposes. If there's a dispute, we can go back and review the calls. If someone tells us 'I didn't say that' we can go back to the recording."

He says there are a couple of disputed calls in a typical month.

Visium previously used a custom-built on-premise call recording system using technology from Avaya and hosted on a PC.

Abeywardana says the most important aspect of moving to Dubber's cloud-based recording is the ease of use. "The disaster recovery is excellent and you don't need to run an on premise server. We have unlimited call storage."

"With Dubber, if there's a dispute, we can go back and review the calls. If someone tells us 'I didn't say that' we can go back to the recording."

Charm Abeywardana,
Lead IT Engineer Visium Networks





THE CHALLENGE

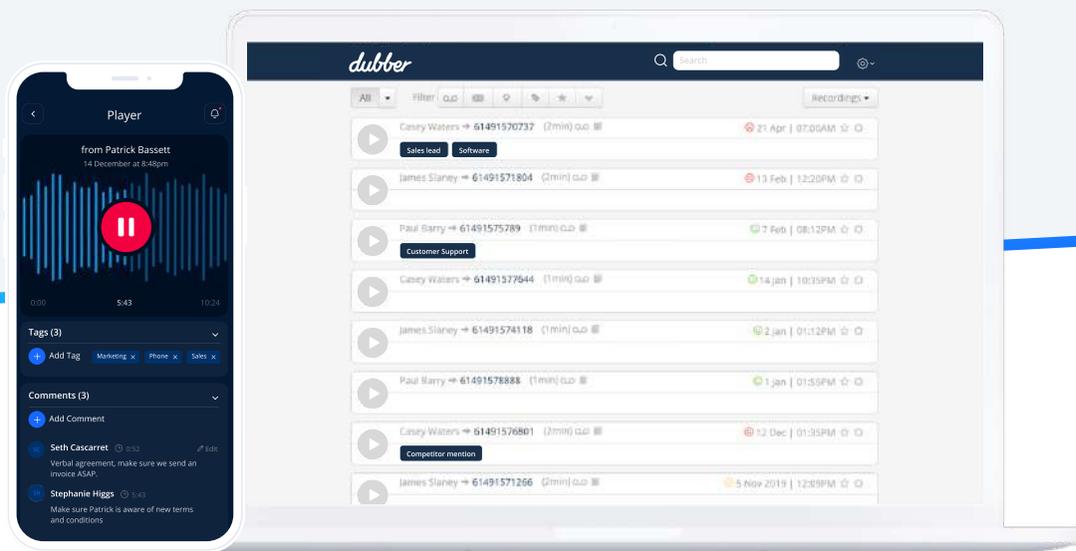
- Visium’s managed service operation runs a 24/7 network operations centre, and at times there are disputes over communications with clients.
- Team members are located in Melbourne and Manilla.

THE TECHNOLOGY

- ✓ Dubber call recording and voice AI
- ✓ Microsoft Teams calling

THE SOLUTION

- Dubber call recording deployed on Microsoft Teams calling.
- All calls made to network operations centre team members around the clock are recorded.



THE RESULTS



Improved dispute resolution

Visium Networks can easily resolve disputes with Dubber call recording and AI.



Ease of Use

Searching, retrieving and replaying disputed calls is quick and simple.





End not knowing

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

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