

Cirrus Response

Overview

Business type: **Contact centre SaaS provider**

Location: **London**

Solution: **ClarifyGo recording for Microsoft Teams**

Number of seats: **50**

Cirrus Response is a CCaaS provider based out of the UK. With 60 members of staff and around 200 customers, the business is steadily growing year on year.

Following the COVID-19 pandemic, Cirrus migrated their own telephony over to Microsoft Teams. They had been using a call recording solution on their legacy platform and wanted a suitable equivalent for Teams. A large proportion of their customers include public sector and finance contractors, who sometimes request access to recordings, so any potential solution had to satisfy compliance regulations. They found what they were looking for in ClarifyGo.

The customer's story

Cirrus considered several Teams call recording solutions, eventually looking to Focus Group, an Oak Innovation channel partner, who recommended ClarifyGo. Jon Dawson, CRO, explains why it was the best choice for them:

Secondly, it had to be reasonably priced. Too many solutions were overpriced, fixed priced or required a large upfront payment. With ClarifyGo, there are no upfront fees and pricing is charged monthly on a per user basis, so it's affordable and flexible enough to scale with us.

5 priorities: affordable, compliant, comprehensive, simple to deploy and easy to maintain

We had five essential criteria when it came to choosing a recording solution:

Firstly, it had to be quick and easy to deploy. For a busy company, too many vendors made it overcomplicated. ClarifyGo took less than half an hour to install remotely. After a successful trial period we soon upped it to 50 seats.



Third, we wanted something easy to manage. With a small IT team, we didn't want to handle the upkeep inhouse. Being a SaaS solution, ClarifyGo is securely managed by Oak in Azure so we don't have to.

Fourthly, we wanted it to record all types of calls. ClarifyGo uses the Microsoft Call Recording Graph API to capture audio, video and screen-recording, internal, Teams-to-Teams and external – so nothing is missed.

Finally, any potential recorder had to support leading compliance regulations. As a Crown Common Service Provider, PCI compliant and ISO accredited vendor supplying the finance and public sector, we needed any recordings to be captured and stored in line with best practice. ClarifyGo does this, with critical features including encryption, Azure storage, policy-based access and secure file-sharing.

“Honestly, this is probably the easiest solution that we have ever installed. The process was quick, logical and covered everything we needed.”

Why we chose Oak (and would do again)

ClarifyGo is one of those solutions that is so good you can forget about it until you need it.

It's one of those pieces of software that you need to know works properly and is busy capturing everything you want in a compliant way. In that sense, the less you hear from it the better, rather than wondering did I check it was recording – it just works.

I think of it like a sleeping giant: it's there when we need it, and we wouldn't do without it. It makes a real difference to how we operate!

One example is when recently there was a bout of covid going round the office and we had three members of the team off sick in the middle of an important sales pitch. Thanks to ClarifyGo, we were able to listen to the conversations from the previous day to get up to speed and complete the sales cycle, without either disturbing our sick staff at home or awkwardly dragging our customers through the same questions again. It made us a more efficient, professional and honourable company and we got the business!

Another example of why ClarifyGo is worth its weight in gold is when one of our Public Sector customers felt we had done something on a call that was causing an issue for them. We were able to play them the recording so they could hear that hadn't been the case, which they acknowledged. Simply having that recording saved us a lot of time and resolved the dispute without damaging our relationship with the customer.

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clarifygo



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