



About First Report Claims Services

When it comes to insurance, customers want fast, accurate, and reliable service. First Report Claims Services (FRCS) provides just that as the outsourced service provider for several insurance and fleet companies throughout Canada. The high-level, 24/7 FRCS call center receives requests for policy info and repair shop locations for each of its clients, as well as report claims. To ensure consistent quality service, it is crucial that FRCS agents provide the proper greetings, procedures, policies, and repair shop information for each company they represent.

FRCS thrived on CTT's original ice platform for several years, which let them tailor greetings for each individual caller, route calls to agents, and employ predictive dialing. When CTT launched ice³, FRCS was first in line to capitalize on the sophisticated, all-in-one solution with embedded features that include ACD, IVR, CTI, voice recognition, conversation recording, user-friendly design tools, and queued email on one turnkey system.

Challenge

The nature of its business required FRCS's system to manage calls intelligently and also supply agents with the data necessary to respond quickly and accurately to callers. Other goals included improving responsiveness and service levels, as well as linking the separate FRCS offices to ensure consistent customer service.

Critical, too, was a means to monitor and enforce procedure adherence, especially for mission critical activities like emergency call outs and credit card authorizations.

Solutions

ice³ helps FRCS agents handle incoming calls with precision and accuracy. When a call arrives, ice³ routes it through the proper workflow (determined by the number that was dialed), and 'pops' the appropriate scripts on agents' workstations.

ice³ searches the FRCS database during calls and provides agents with the proper scripts, such as the company's proper greeting and its policies etc, for each caller's insurance company. By populating agents' screens with this information in real time, ice³ supports agents without interrupting or pausing their dialogue with callers.

"CTT's team is world class. They tackled all our service requirements and timelines with a team of professionals on-site to ensure that everything was handled to our satisfaction," said Rick Yates, Call Centre Manager at First Report Claims Services. "Our ice³ solution allows us to respond to our changing business needs, and best of all we don't have to worry about integrations and multiple vendor environment."

FRCS maintains a call center in Quebec, where agents work remotely from the main Concord site. By having all incoming calls go through ice³, FRCS is able to manage and support remote staff as if they were on-site in Concord. The number dialed tells ice³ whether to send the call to an English or French-speaking agent, allowing FRCS to achieve complete French handling with its multiple language capabilities for recordings and messages.

"We use iceCapture extensively throughout our call center," said Rick Yates, Call Center Manager at First Report Claims Services. "It provides peace of mind for us, especially when handling such functions as credit card authorizations for emergency call-out services in the late evening, as all calls are recorded."

*Rick Yates,
Call Center Manager*

iceCapture, a built-in conversation recording feature of ice³, allows FRCS to monitor agent performance to ensure that quality of service is maintained and procedures are adhered to.

"We program with ease any changes to queues without the need for high priced consultants. With minimal training you can create and test programs on-line without affecting production,"

"CTT's installation and implementation team is world class! They tackled all our service requirements and timelines with a team of professionals on-site to ensure everything was handled to our satisfaction,"

*Rick Yates,
Call Center Manager*

Also popular at FRCS is ice³'s Workflow Designer, a graphical user interface that lets administrators program queue changes themselves, without interrupting call flows or service levels, instead of hiring changes out to expensive consultants.



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	Highlights
1	ice ³ populates agents' screens in real-time with the scripts such of each company's proper greeting and policies to support agents without interrupting or pausing their dialogue with callers
2	iceCapture, a built-in conversation recording feature of ice ³ , allows FRCS to monitor agent performance to ensure high service quality and procedure adherence
3	Workflow Designer, a graphical user interface, lets FRCS administrators program queue changes themselves without interrupting call flows or service levels.