



Webuyanycar.com USA Utilizes Numonix RECITE Recording Solution to Help Ensure High-Quality Customer Service

Numonix RECITE is customizable and can be integrated into existing systems

BOCA RATON, Fla., Aug. 16, 2019 — Numonix [RECITE®](#), the industry's most versatile recording solution for Microsoft [Skype® for Business \(S4B\)](#), is being used by webuyanycar.com USA®, one of the largest buyers of automobiles from the public. Launched in 2010, webuyanycar.com USA guarantees it will purchase any car within 30 minutes following a free online valuation and free car inspection. The company takes pride in providing excellent service and turned to Numonix to help ensure its high-quality customer service. See the full case study [here](#).

"From installation to complex customizations, the Numonix team pushed hard to ensure a successful call recording implementation," said Alex Beck, IT Infrastructure Manager of webuyanycar.com USA.

Challenge: Find a customizable call recording solution to integrate with existing systems

"We have an unbelievable call volume for having just 85 employees — up to 3,000 calls per day," said Beck. "We needed a call recording solution that would integrate with our existing technologies, be customizable to meet our unique needs and be simple to use with easy access to recordings for quality assurance, training and dispute resolution."

"We needed to get all the call recording data we used to get when we ran an in-house solution. However, we needed to move to newer technology while having the same mechanism and database access that we had with our old solution," he added.

Solution: Numonix RECITE Call Recording Solution

Beck chose Numonix RECITE call recording system knowing it would meet his requirements and provide a reliable, easy-to-use solution.

"Numonix RECITE gives us visibility into how our branch managers interact with customers. Recording and listening to their calls enables us to quickly resolve issues," he explained. "Call history data is integrated into our customer purchasing system, helping us to ensure positive customer experiences."

The webuyanycar.com USA management team relies heavily on customer service call recordings to train agents. Since agents communicate with customers only via telephone, management needed a way to ensure that their agents are doing the right things from a quality assurance standpoint and to assess if customers are using the transaction process properly.

Numonix RECITE is also compatible with technologies already in place at the company, including Microsoft Cloud PBX, which is used across all branch locations and Power BI, part of Microsoft Office® 365 suite for business intelligence. The team uses the OData option from the RECITE side and can pull data from Power BI via API.

With Numonix RECITE, the team can now report in Power BI and listen to calls directly, giving access to call recordings for quality assurance and workflow monitoring. All call data from Numonix RECITE is indexed, so the team can quickly pull relevant data and easily run reports.

Using RECITE, the organization is also able to integrate its call recordings with its purchasing system and can generate reports that link back to call recordings.

Success: Integration, customization, automatic recording, centralized recordings

- Integration with existing technologies, including Microsoft Cloud PBX and Power BI, part of Microsoft Office 365 suite
- Automatic recording and centralizing of all calls using Microsoft Cloud PBX
- Flexibility in customization, including integration into the purchasing system
- Easy generation of reports that link to call recordings
- Quick access to analytics for audits and quality assurance
- Workflow monitoring with access to recorded calls for quality assurance and training

“The Numonix team made special accommodations for the customizations we needed,” Beck said. “For example, webuyanycar.com USA had a specific need to condense two recordings into one and stamp it with either the first or second caller’s information, which Numonix was able to accomplish for us.”

With Numonix RECITE, webuyanycar.com USA management can ensure that its agents are doing the right things to provide service for its customers. Using call recordings, they can more effectively train agents and now also have the metrics and incentives needed to measure and reward quality.

“Today, thanks to Numonix, we’re getting solid data that we are using for audits and can also share companywide for quality assurance purposes,” Beck said. “We are thrilled we chose Numonix.”

About Numonix RECITE

Numonix RECITE empowers organizations to maintain a competitive edge, help ensure regulatory compliance, resolve disputes and enhance the customer experience. Available for on-premises, hybrid and Skype Online in Office365, the RECITE Client-Side Recorder enables organizations to securely control access to their Office365 recorded interactions. Calls are recorded and stored centrally on a server in a location of the organization’s choice. Recordings are digitally watermarked and tamper proofed and are inaccessible by unauthorized users. Sensitive customer information is protected with customizable security in profiles, permission and security measures.

Numonix’s RECITE Client-Side Recorder is deployed as a quick application install on each

computer the organization wants to record. All computers are synchronized to the main server on a real-time or scheduled basis. RECITE Client-Side Recorder is offered in addition to Numonix's multiple Certified Skype for Business server recording integrations.

Benefits include:

- **Organization Control of Recordings** — Organizations can centrally store recordings on their own servers, in the data center or hosted in Azure, Amazon Web Services or Google Cloud.
- **Multiple Recording Options** — RECITE can be set up for automatic full-time recording with the option of not allowing users to turn off the recording function. It can also be set up to record on demand and/or save on demand.
- **Secure Recordings** — Each recording features audit trails, security encryption and 100 playback permission profiles.
- **Compliance Muting** — Pause/resume capabilities support PCI compliance.
- **Quality Monitoring** — Supervisors can access quality monitoring scorecards and desktop widgets to assess and score agent performance.

About webuyanycar.com USA

webuyanycar.com USA® is one of the largest buyers of automobiles from the public. Launched in 2010, webuyanycar.com USA will purchase any car within 30 minutes following a free online valuation and free car inspection. With branches all along the east coast, the company takes pride in offering excellent customer service.

About Numonix

Numonix offers the industry's most versatile interaction recording solution for unified communications, business users and service providers. Numonix RECITE® interaction recording solutions give users of Microsoft® Skype® for Business, Microsoft Teams, SIPREC and other technologies a choice of integrations to securely and compliantly record and centrally store their interactions. Featuring more than 300 customization options, a Windows 10-like tile dashboard, and enhanced omni-channel playback, RECITE provides advanced features at no extra charge, giving users complete control over how they experience their recordings and agent/customer data. RECITE empowers organizations to maintain a competitive edge, help ensure regulatory compliance, resolve disputes and enhance the customer experience. At Numonix, we believe you should be able to record and listen to your calls the way you want to. Numonix is based in Boca Raton, Fla. Visit www.NumonixRecording.com

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[Numonix Press](http://www.NumonixRecording.com)