



CONSUMER CREDIT COUNSELING SERVICE

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Joe Calvery
Oklahoma One Call
Oklahoma City, OK

February 27, 2007

Joe,

Convey Communications has asked me to document our experience with our Altigen phone system. Being the first OKC area client of Altigen we were very careful in weighting the risks versus the rewards of choosing this system to replace our 17 year old system that was in need of replacement and could not handle the more robust distributed call center environment that we were moving to. I can honestly say we have not regretted our decision.

Having installed a Cisco VOIP system for a prior company I know that any implementation is not without its challenges, but we were really surprised how smooth the Altigen implementation went. I am also pleased that we are able to continue supporting our system with a minimum of outside help and that in the year we have been on the system we have had minimal equipment or software problems. Convey has been a great partner with us throughout this process as has Altigen.

Our CEO has said on several occasions that implementing our distributed Altigen VOIP system has fundamentally changed the way we conduct our business. We have re-engineered most of our client related processes in the past year as a result. Being a non-profit organization as you know, presents it's own challenges in the areas of expenditures and investments, the Altigen system being a key component of our re-engineering project which is the largest investment in terms of resources and money that we have made in the last 5 years, yet it was necessary to compete in today's environment.

Specifically I have been pleased with the following:

- Ability to extend our phone and call center to remote locations with minimal investment utilizing Internet VPN and low bandwidth data network connections.
- Flexibility of the call center features and functions.
- Using the IPTalk capability on laptops with headsets for counselors that travel to various locations and for those working occasionally out of their homes.
- Ease of use of the Altigen administrative interface for day to day administration.

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- Ability to have your extension available anywhere you have a connection to our network.
- Ease of setting up call center queues, workgroups and IVR options.
- Supervisor capabilities including Barge In/Listen In, forcing calls to different queues or extensions, proactive monitoring of call volumes in queues, etc.
- On demand recording of conversations by extension or by workgroup.
- CDR reporting and ability to convert to spreadsheets. Would highly recommend purchasing the reporting package as we yet to do, making reporting more of a manual process than it needs to be.

Should you decided on the Altigen system, I would be more than willing to share what I have learned from our implementation and subsequent time on the system and to help in anyway I can.

Sincerely Yours,

Gary

Gary Lukens

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