

USING ARBEIT VOICE TO INCREASE STABILITY AND REDUCE COSTS

HOW SWITCHING TO ARBEIT SAVED ONE AGENCY MORE THAN 75% ON THEIR PHONE BILL WHILE IMPROVING CALL QUALITY AND EXPERIENCE



CLIENT: Carter-Young, Inc.
PRODUCT: Arbeit Voice
AGENTS: 35
YEAR FOUNDED: 2001

Before Carter-Young, Inc. found Arbeit Voice as their VoIP provider, they were dealing with frequent outages, dropped calls, poor customer service, and a vendor that was simply too large to understand their needs or provide a sufficient level of customer service.

It was important for Carter-Young, Inc. to find a vendor that understood the needs and problems of a debt collection agency. Because our products were designed by two former collection agency owners, and are highly customized to the specific needs of each customer we serve, we were the perfect fit.

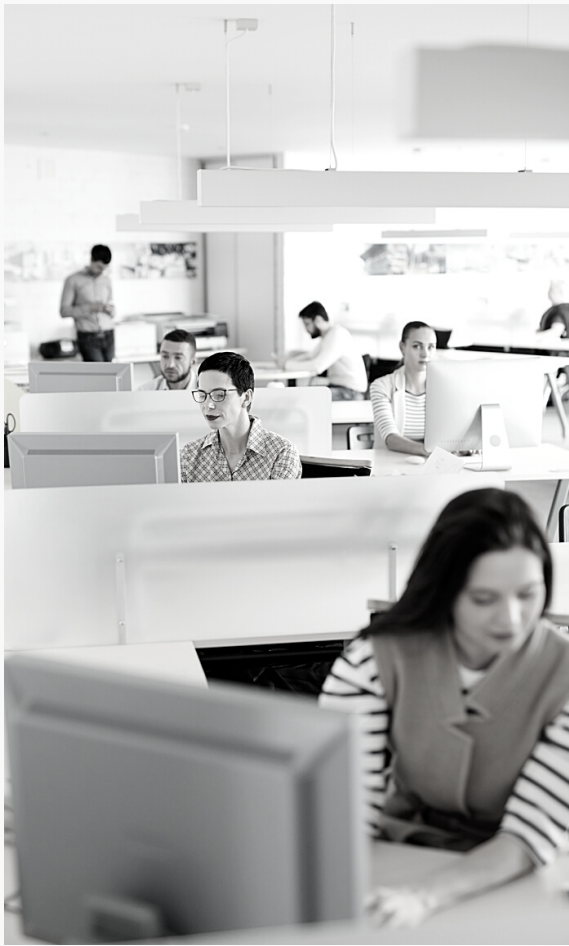
PROBLEMS THEY HAD:

FREQUENT OUTAGES
DROPPED CALLS
POOR CUSTOMER SERVICE
LONG CONTRACTS
NEEDS WERE NOT UNDERSTOOD

PROBLEMS WE SOLVED:

REDUCED OUTAGES
REDUCED COST
PERSONALIZED SUPPORT
UNDERSTANDING OF THE INDUSTRY
INTEGRATION
SIMPLE ONBOARDING
EASY TO USE
ACCURATE AND SIMPLE REPORTING





NUMBERS TO KNOW

78%

SAVED ON THEIR MONTHLY PHONE BILL

ZERO

DOWNTIME

24/7

ACCESS TO IMMEDIATE, RELIABLE SUPPORT

The onboarding process was simple and fast. According to General Manager Michael Jeselnik, the transition period from their old provider to Arbeit Voice only resulted in 20 minutes of total downtime.

Carter-Young, Inc. now relies on the ease of use, the overall reliability of the service, and the accurate and comprehensive reporting.

"I'm confident that when I request information, I'm going to get accurate results. With other services, I didn't have that same reassurance," said Michael.

In addition to the reliability, Arbeit's support team is known for responsiveness. The team at Carter-Young, Inc. know they will get an answer to a question immediately, without long wait times or complicated ticket processes.

Overall, Arbeit's experience in the industry and straightforward product solved Carter-Young's VoIP needs.

To sum up, Michael told us: "I'd like everyone to use Arbeit Voice."

“I love being able to pick up the phone and know I can say 'Hello' to a human being.”

MICHAEL JESELNIK
GENERAL MANAGER,
CARTER-YOUNG, INC.