

## CUSTOMER SUCCESS STORY

### ***Bruck Law Offices Avoids Disputes and Improves Collections Strategies with OrecX Call Recording Software***



Bruck Law Offices, S.C. has dedicated its practice to creating a unique system of debt recovery. Its highly experienced staff, together with a state-of-the-art data and financial recovery system, makes the firm outstanding in the areas of professional, high recovery percentages and client satisfaction.

### **Challenge**

As a debt collection law firm, it is standard practice to take copious notes about what is said during a call with an individual who owes money. Unfortunately, hand or type-written notes don't capture everything.

"We used to rely on notes, said Joseph Coll, Bruck Law Offices Operations/Collections Manager. "Unfortunately, our notes didn't always suffice in he-said/she-said disputes, and it often came down to a test of wills and who was the most believable when a discrepancy arose."

The company sought a better way to "capture" these interactions and allay any potential lawsuits.

"We knew we really needed call recording, but almost every system I looked at was well over \$10,000. Any that were under that had horrible reviews. We were stuck. The price was just too high for us. Then, I came across OrecX at a tradeshow, and when I first heard the price, I didn't believe it. The price was so much lower than any other system I looked at. I knew we had to give it a shot."

***"You guys are really great. If you ever need a recommendation for a show or perspective customer, please let me know. I am more satisfied with OrecX than any vendor I have EVER used!!"***

**Joseph Coll**  
**Operations/Collections Manager**

**Solution:** OrecX TR (Total Recording)

**Seats:** 20

**PBX:** Toshiba

**Installation:** 1 hour

**Use:** Recording for training & dispute resolution

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## Solution

The law firm installed Oreka TR (Total Recording) in just under an hour and started capturing every call its 20 collectors made, right away.

“We have had instances where an individual claimed we said one thing on the phone, when in fact we said something else. With the call recordings, we can now clear up any confusion.”

The company has had people erroneously claim its employees yelled on the phone, and others have stated the company disclosed their debt to a 3rd party. None of these instances were true, and with the call recordings at their disposal, Bruck was able to easily dispel any misunderstandings. This saved the company from having to engage in any unnecessary litigation.

“It’s really easy to find a call. Our team simply types in the individual’s phone number and there it is. We can also search by ID number, time of day, duration of interaction and so on.”

## Success

“We installed the call recording software in about an hour and have not had problem one with it.”

“We hold training meetings, and I have our collectors give me one good call and one bad one each week, so we can critique them as a group and come up with refined collections strategies. Having these recordings has proven very helpful in this manner.”

“We are extremely happy with OrecX. The price is great, and I can't say enough! Anytime we have had any issues, OrecX was right there working diligently to help us out. They have always been there when we needed anything. Their support is just amazing! All I have to do is send a quick email, and I get an immediate response. The issue is then quickly resolved. No problems. No surprises.”

“I am more satisfied with OrecX than any vendor I have EVER used!!”

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