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Oreka TR

★★★★☆ (2)

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jesus p
senior industrial engineer projects
Mid-Market (51-200 employees)

Validated Reviewer
Review Source

★★★★☆ Jun 28, 2019

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"Orecx An excellent platform for call registration"

What do you like best?

It is a call platform that has been very efficient for the volume of calls received by the different advertising campaigns and sales of products that we serve our customers, the fact of having all this activity with our operators to deal with the public makes many difficulties and confusion between operators and customers, these claims are resolved in a very transparent manner with oreka, we begin to filter by operator, the day, the approximate time and after that we listen to the person involved in the conflict and show what happened.

This is possible because OREKA stores all the information in the assigned server during the time that the institution

Require it, of course, we use different tools that present oreka to have all this as the institution requires.

One of the aspects that we must highlight is that support team that oreka offers us when we need it to clarify any doubts.

What do you dislike?

The negative of the platform, so to speak, is that initial presentation that is not very impressive as we would like it to be, but I am sure that the OREKA team will be working on it to make the changes in that sense.

Recommendations to others considering the product:

If we want to take good control of the calls that are made and received by our staff that handles this service ideally and recommend oreka tr and oreka sc that is your complement, this will help you eliminate those uncomfortable disputes that are presented by setbacks that arise.

What problems are you solving with the product? What benefits have you realized?

The acquisition of this call center system allows us to have control of the telephone conversations by the institution and that annoying arbitration was eliminated from who could be the reason between the client and the user and get to be unfair in the solution of the conflict for the parties.



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Maryo w

TI senior in marketing
Mid-Market
(51-200 employees)

Validated Reviewer

Review Source

★★★★★ May 30, 2019

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"ORECX a platform to monitor central calls"

What do you like best?

It is a platform that we have little time in use but it has been an excellent tool for companies in terms of monitoring calls for product sales and marketing that we provide to other companies. We can make revisions at the moment and be able to determine how is the attention to our customers by the team responsible for providing information on the products, goods and services we offer.

In the same way when there are some difficulties with the clients or suppliers due to confusions or poor treatment we go to the recordings that have been stored in the servers arranged for them, these recordings are kept there for a certain time and not to clarify difficulties that They have been presented.

The platform works without any kind of problem with the large volume of calls received.

What do you dislike?

Actually I can not say at the time of the platform in general something negative, we could talk about some difficulties at the beginning to know the application since it was a physical training person to person but could be resolved. They should update the startup presentation may be better.

Recommendations to others considering the product:

My recommendation for companies that want to take good control of central calls and know what is the treatment of their staff in charge of receiving calls and their users is the ideal tool.

What problems are you solving with the product? What benefits have you realized?

It was one of the best carried out by the company since it took the control of calls in a very empirical way and often the disputes there was no way to solve it, this brought as a consequence losses to the company financially and personally qualified by unfair solutions with the implementation of OREKA clarified many of this unknowns and each party runs with its consequence to listen to the recordings of the conversations in particular.