

Customer Success Story

Prosper Independent School District



Company Profile

Prosper Independent School District, located in Prosper, Texas, is committed to providing an educational environment that fosters growth in teachers and students alike.

Business Requirement

Starting in 2016, Prosper ISD needed a way to record conversations between its personnel and outside sources to resolve any potential disagreements over what was/was not said during a call.

Solution

Initially, Prosper ISD recorded all calls made by a selected group of people within their administration groups and departments. "Using OrecX, we automatically recorded every conversation into our servers with highly limited and restricted access," said Fernando De Velasco, CTO for Prosper Independent School District.

"If we had a disagreement with an outside source, for instance a parent, we had the recording to show exactly what was spoken during the conversation to clear any misunderstandings."

Today, Prosper utilizes OrecX to record its Police Department Dispatcher for documentation and dispute resolution purposes.

Company:	Prosper Independent School District
PBX:	Mitel
Solution:	Oreka TR (Total Recording)
Lines:	10-118
Use Case:	Record phone calls

"OrecX is a really great platform. We never have any problems. It's very sturdy and reliable."

Fernando De Velasco, CTO for Prosper Independent School District

Success

“Our memory can eventually betray any of us. Having a recording to play back is a great asset.”

“The beauty of OrecX is that when someone calls into our Police Department, the recording process is fully automated, and our dispatcher can immediately begin helping the person.”

“OrecX is a very sturdy and reliable platform that always works. We’ve never had any issues with it.”

“If I ever work for another school district and they need recording, OrecX would be a really great option.”

