

# Case Study

## Eight million first-response calls recorded in two years



### The Customer:

Name	Egyptian Ambulance Organization
Industry	Emergency services
Best known for	Providing emergency medical services (EMS) at accident scenes
Location	Cairo, Egypt
Contact center type	Inbound: Processing EMS calls from citizens Outbound: Third party calls
Contact center platform	Cisco UCCX
Number of agents	25
Technology Partner	Systems Engineers of Egypt (SEE)

### Description

Egyptian Ambulance Organization was required to record calls for complaint investigations and security purposes

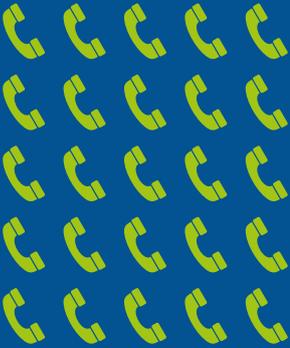
### Partner Quote

*I am very satisfied with working with ZOOM. ZOOM helped me. They have good project managers who help me all the time with my projects.*

**Mohamed Maher Miniesy**

ZOOM Certified Professional SEE Engineer

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The Challenge:	The Results:
<p><b>Targets</b></p> <p>All calls must be recorded.</p> <p>The system must be functional 24 hours a day, 7 days a week.</p>	 <p><b>Primary Results</b></p> <p>CallREC has recorded approximately <b>8 million calls</b> since installation <b>2 years ago</b></p>

## ZOOM Solution:

### Analysis

Twenty-five agents answer approximately 700 calls per hour. All calls must be recorded all year round. This software is mission critical for the service.

### Recommendation

ZOOM planned the hardware requirement with us and recommended the correct servers. The partner's engineer conducted a smooth implementation because he had attended ZOOM's level 1 implementation engineer training course, and he was assisted by ZOOM's engineers and project manager.

### Deployed solution

ZOOM CallREC with UCCX integration.



## ZOOM CallREC:

PCI-DSS compliant multichannel interaction recording solution for contact centers and unified communications environments. Scales from on-demand usage in small business up to large, distributed contact center architectures. Fully supports hosted and multi-tenant environments.

More about ZOOM CallREC: [www.zoomint.com/cisco-call-recording](http://www.zoomint.com/cisco-call-recording)