



Daniel N. Gordon, P.C.
Attorney at Law

FAST FACTS

Company

Daniel N. Gordon, P.C. is a national call center that is dedicated to assisting consumers in resolving commercial, medical and retail debt while aiding consumers in resolving their debts in a timely manner.

Industry

Debt Collections

Geography

US

Challenges

- Gain market share in the highly competitive collections industry while adhering to strict FDCPA regulations
- Provide easy access of call recordings to clients
- Protect themselves from lawsuits
- Effectively and efficiently train and coach 60+ agents within a busy collections floor

Solution

- SonicView® Call Recording & Call Reporting software

Results

- Daniel N. Gordon, P.C. increased their market share after the integration of SonicView call recording software
- Call recording and monitoring has been integrated with the Company's existing collection software and dialer
- Call monitoring is used during coaching and training sessions so that each agent understands what they should and should not say during calls

DANIEL N. GORDON, P.C.

COMPANY

Daniel N. Gordon, P.C. has a well-established foundation as a leader in the collection industry. Having a diversified client base, Daniel N. Gordon, P.C. is a collection law firm that covers Oregon, Washington, and Idaho. They have partnered with creditors – some of them Fortune 500 organizations – to formulate and execute specialized recovery strategies in various industries including telecommunications, banking, education and high technology.

CHALLENGES

Daniel N. Gordon, P.C. has worked hard to become one of the most reputable commercial debt recovery agencies in the industry. Don Baker, General Manager, attributes much of this success to his company's ability to implement high-tech solutions, such as offering an online payment processing center to debtors.

As Daniel N. Gordon, P.C.'s customer base grew at an exceptional rate, the Company quickly learned that the majority of their larger prospective clients demanded the recording of all inbound and outbound calls on a daily basis. These clients also required that weekly reports be submitted to their firms for review by their management teams. To achieve optimal success, Daniel N. Gordon, P.C.'s management team researched call recording and reporting solutions that would integrate with their current collection and dialer software to implement:

WORLD-CLASS CALL RECORDING & REPORTING SOFTWARE

Per the Fair Debt Collection Practices Act (FDCPA), collection agencies and law firms must abide by strict rules and regulations in order to protect consumers. Daniel N. Gordon P.C.'s clients took measures to protect themselves – most would not even pursue a partnership with the Company without having call recording in place.

Deploying call recording software at Daniel N. Gordon P.C. enabled them to pursue large accounts and gain considerable market share in the process. The Company was able to showcase their call recording and provide peace-of-mind to clients while making it clear to debtors and plaintiff attorneys that it would be harder for them to make false claims in court should litigation ever occur. Both Daniel N. Gordon P.C. and its clients could rest assured they would not be vulnerable to allegations of unfair practices, complaints of harassment and accusations of false statements, just some of the ways debtors use the lack of recorded calls to escape paying debts or to sue a debt collector.

TRIVIUM SYSTEMS, INC. CASE STUDY

Daniel N. Gordon, P.C.

“Quite frankly, we’ve been able to increase our volume with our clients and our market share by having call recording in place. Most of my larger clients require us to submit our calls on a weekly basis; TriVium’s SonicView has enabled us to do this function easily and efficiently.”

- Don Baker, General Manager for Daniel N. Gordon, P.C.



COACHING & TRAINING A LARGE COLLECTION FLOOR

The Daniel N. Gordon, P.C. collection floor includes more than 60 collectors. Without having call recording in place, it was virtually impossible for the management team to monitor calls and conversations in order to analyze productivity and provide accountability to its clients. As a result, the team sought call recording and call reporting to effectively and efficiently train a large group of agents, by reviewing good calls that touched all required points while bringing bad calls to the attention of its agents in order to reduce errors and FDCPA violations.

THE TRIVIUM SOLUTION

Daniel N. Gordon’s call recording and reporting research paid off. They were pleasantly surprised when he found the SonicView product line offers many features and benefits that are specifically geared toward collection agencies and collection law firms. With a wide range of recording hardware options, SonicView also provides a phone system agnostic solution, thereby, making the investment future proof. Basic features of this solution include:

- The ability to record all calls or choose selective recording
- A Web-based interface that is easy-to-use to access recordings
- An enhanced search function that includes date, time, duration, dialed number, caller id, extension, etc.
- Recordings that are placed into a PDF as embedded links; can be scheduled to be emailed

Today, Don reports that Daniel N. Gordon, P.C. has increased its market share considerably, a substantial jump in business despite the tough, competitive nature of the debt portfolio acquisition marketplace. He also says

he plans to hire additional collectors in order to cover the increased business he’s been able to acquire since the implementation of SonicView – a great sign in a tightly regulated and dynamic industry.

“It’s as simple as revising the criteria to the [phone] number. I just plug in the number I want to research, click a button, download the call recording file to email and send it to my clients as an attachment,” said Don.

“I also use call recording as a training tool for my account representatives to make sure they’re working the accounts properly,” he stated. “I can listen to all of the calls to monitor that they are saying the right things. If not, I can let them hear what they are saying and what they should and should not be communicating to each debtor.”

With SonicView software in place, Daniel N. Gordon has been able to gain additional clients and land large accounts, protect themselves and their clients from FDCPA violations and put in place a powerful coaching tool to train all of their account representatives.

ABOUT TRIVIUM SYSTEMS, INC.

TriVium Systems has been a leader in designing, building and deploying world-class, award-winning Call Recording & Call Reporting solutions since 1996. The Company’s core products include SonicView™ call recording platform, CallAnalyst™ call reporting & call accounting and E9-1-1 Emergency Security Notification™ (ESN™).

TriVium System solutions for voice recording, quality monitoring, call accounting and call reporting are used by large enterprises, as well as small and medium businesses across the North American market. Customers span various industries including, but not limited to: call centers, collection agencies and law firms, financial institutions, insurance, healthcare, educational institutions, government, assisted living and retirement homes, hospitality, real estate and much more. Most of these solutions are phone system agnostic – they work with IP, digital and hybrid phone systems - and can be deployed on single or large multi-location environments.