

"Everyone at the credit union agrees that this system is night and day better than our previous system. It is a great system and was money well spent."

Leigh Smith, IT Manager, Chicago Patrolmen's
Federal Credit Union

CASE STUDY

CHICAGO PATROLMEN'S
FEDERAL CREDIT UNION

Solution:

Unified Communications through
IP Communications Software Suite

Benefits:

- Expert support staff ensures flawless implementation
- Extremely reliable system that requires little maintenance
- Increases agent and supervisor productivity and efficiency

About Chicago Patrolmen's Federal Credit Union

The Chicago Patrolmen's Federal Credit Union (CPFCU) is a full service financial institution dedicated solely to servicing the financial needs of Chicago police officers and their families. As a sole SEG credit union, CPFCU maintains a laser-like focus on member needs.

Since many members are constantly on the go or work unusual hours, a big part of meeting member needs is maintaining service excellence with telephone banking self service options, backed by the human touch gained from knowledgeable member service representatives (MSRs) in the CPFCU call center.

The credit union knew that to achieve and maintain these goals, it needed a unified business communications solution that was state of the art. Therefore, they choose to partner with Adapt Telephony Services and take advantage of Adapt's nearly two decades of experience delivering **Interactive Intelligence's IP communications software suite Customer Interaction Center®** to more than 100 credit unions coast to coast. CPFCU wanted to be 100% sure that its new telephony system would meet member needs today and in the future. To start, CPFCU contacted all major telephony vendors in the marketplace. The senior management team was already familiar with VoIP (voice over Internet protocol) and was convinced that this solution was superior to traditional PBX (private branch exchange) systems.

As IT Manager, Leigh Smith was tasked with spearheading the research and due diligence efforts. Employees at CPFCU were somewhat frustrated with the older phone system which had a tendency to reboot itself and drop calls, Smith wanted to make sure users wouldn't be experiencing this frustrating situation in the future. He set out to find the one system which would satisfy his call center MSRs and their special requirements, as well as all other staff at CPFCU.

According to Smith, "Adapt contacted me at just the right time in the selection process" and he invited Adapt's experts to CPFCU's headquarters for a presentation. "Their demo was fabulous," Smith says.

“Even though everyone was duly impressed by the hands-on presentation, our credit union took the time to contact a few of Adapt’s credit union clients. Smith recalls that “everyone that we talked to couldn’t say enough good things about them!” For added measure, Smith attended the Interactive Intelligence global client conference in Indianapolis and came away “impressed with Interactive’s level of commitment to customers and how their clients had a real sense of partnership with them.”

Once Adapt was selected, the hard work of rolling out a new telephony platform at three locations began. Smith and his staff of four IT specialists were assisted by Adapt’s team, consisting of a project manager and an implementation specialist. Smith describes the rollout as “flawless,” adding, “everyone at Adapt went the extra mile to ensure that the implementation went off perfectly.” He also was pleased to discover that the system “practically runs itself. There have been no issues of any consequence. On the rare occasion when we need to contact Adapt, the tech support has been superb.”

Smith confirms that “Interactive’s client is very simple to learn and use but still has some great features.” For example, the system supports:

- Unified Messaging - voicemail can be easily shared via email
- Presence Management – quickly see who is available
- Mobility – Find Me/Follow Me
- Recording, scoring and quality monitoring
- Interactive Voice Response (IVR)
- Multi-Site Routing
- Supervision and System Monitoring



Adapt Telephony Services, LLC (Adapt) is a global value-added reseller and integrator of on-premises or cloud-based contact center and unified communications solutions. For nearly 15 years, we have provided credit unions with CU-specific Smart Applications, pre-integrated with many financial cores and designed to transform the member experience, eliminate fraud and streamline member interactions. With more than 160 credit union clients, Adapt gets more out of the solutions we sell because we have the expertise, experience and disciplined processes to meet the challenges our credit union clients face in achieving a superior member experience. For more information, visit www.teamadapt.com.

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