



Credit Pros switches to **customized call center software** **HoduCC** for higher agent productivity & higher Rol

Introduction

Credit Pros is a financial technology firm dedicated to educating its clients on how to avoid credit-oriented mistakes in the future.

Challenges

The financial technology company felt that the existing call center software used by the company overwhelmed its call center agents with complex functionality, and required longer training cycles to understand the usage.



Complicated operations:

The customer service agents at the company were finding it challenging to use the complex call center software while attending to hundreds of customers in a day, educating them on advanced credit laws.



Cost:

The call center software in the operation was not cost-effective, which meant parking a significant sum of operational budget for the high recurring fees.



Pre-defined functions:

The software used by The Credit Pros had pre-defined functions that could not be tailored to the needs of the financial technology company.

Solution

HoduSoft deployed the advanced HoduCC Call Center Software carrying out several customizations to help the company effectively meet the growing call volume challenges, along with adding functionalities for customer care representatives to ease their business workflows.



Benefits

The company witnessed higher employee productivity and reduced average talk time to 300-360 seconds, and significantly lower cost outgo on call center software. The software allows over 1,000 concurrent calls, which helps nearly 225 agents to work simultaneously and meet the high call volumes.



CRM Integration:

The HoduSoft team mapped the financial technology company's CRMs- Salesforce and Zendesk with a SIP client that enabled the employees to handle calls from respective portals without switching between multiple systems.



Dial routes creation:

With the customization of the dial routes for each area, the company can manage specific campaigns effectively as per the need.



Advanced features:

The callback and redial rule based on disposition help the agents manage configuration for campaigns.



Speeds up processes:

The ease of navigating through the call center software has speeded up the process of calling, agents are now able to handle 120-150 calls per day on average.



Cost-effective:

The solution deployed by HoduSoft has proven to be cost-effective for the company, which now enjoys the benefit of fully customizable software at a lower cost.

Client Quote

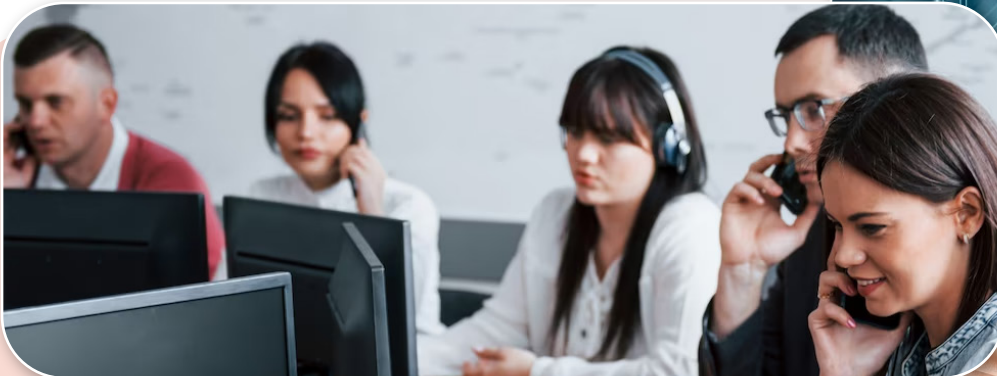
The HoduSoft team has been very helpful with timely support every time. The team understood our requirements first and then presented a well-thought-out solution. The best thing for us has been getting a quality product that is fully customizable to meet the needs of our industry. And a better RoI.

About The Credit Pros

Credit Pros is a financial technology firm that helps clients to remove erroneous credit information from consumer credit reports. It is one of America's 5,000 fastest-growing companies for five years now. Credit Pros educates clients on how the credit system works and what proactive measures are needed to improve their credit. The New Jersey-based company has also been featured in Inc. Magazine as one of the 50 best places to work.

About HoduCC

Hodusoft's HoduCC Call Center Software is No.1 Call & Contact Center Software, recognized by Gartner and awarded as Category Leader by GetApp (based on customer reviews) in 2021 and 2022. HoduCC has also been a consistent name in Front Runners List and Emerging Favorite in 2021 & 2022. Started in 2015, India-headquartered HoduSoft started with the mission to provide the best products to make businesses meet more success with their communications. With a dedicated approach towards developing world-class customer service and powerful communication products, HoduSoft has emerged as a leading business VoIP solutions provider. With a wide array of products which include HoduPBX, HoduBlast, and HoduSoft gives you higher RoI on investments.



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