ASC

Truckin Digital Leverages Recording Insights to Help Meet Compliance and Service Goals

Truckin Digital's ERP SaaS cloud solutions helps trucking, freight brokers, repair shops and dispatch companies streamline their operations and manage various aspects of their business. When they switched to Microsoft Teams, they tapped ASC to augment Teams with a fully automated recording solution to ensure they continue to deliver the best customer service while ensuring the highest level of security.

CLIENT NAME	INDUSTRY
Truckin Digital	Software development

SOLUTION	REGION
Recording Insights in Microsoft Teams	Detroit, Michigan

TRUCKINDIGITAL

www.truckindigital.com

Market-leading Compliance with Recording Insights

1. What problems were you trying to solve with Recording Insights?
We switched to Microsoft Teams and were left without an automated recording solution. ASC allowed us to achieve that objective.

2. What made Recording Insights stand out from other options?
Sales team was straight to the point about what our needs were and flexible with pricing.

3. What made you happiest about working with our ASC?
Onboarding was simple with help of ASC walkthrough.

4. What have you been able to achieve since using Recording Insights?
Access recordings via Teams. This makes things much simpler without logging into various portals.

5. What has exceeded your expectations since working with ASC and Recording Insights?
Permissions to predefined groups and users from Microsoft 365. This doesn't require us to add users or manage users elsewhere for recording purposes.

6. What about Recording Insights surprised you the most?
Ability to record internal and external communications. This allows us to monitor what is going on internally as well not just externally.

"Recording Insights exceeded our expectations. The solution's native integration allows us to set custom permissions to predefined groups and users from Microsoft 365. This doesn't require us to use other tools to manage users."

Al Ceric, Business Development Truckin Digital

About ASC Technologies

ASC is a worldwide leading provider of software and cloud solutions in the field of omnichannel recording, quality management, and analytics. We offer solutions for recording as well as AI-based analysis and evaluation of all communications – with full flexibility as a cloud service, on-premise or as a hybrid solution. Headquartered in Germany with subsidiaries in 14 countries and experienced system integration partners in over 60 countries, ASC is the #1 Europe-based player in its industry.

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