



Robinson Hoover & Fudge, PLLC
Attorneys at Law

CASE STUDY

Law firm recovers 20% of their work week using Dubber!



dubber

dubber.net



OVERVIEW

Oklahoma City-based Robinson Hoover & Fudge specialises in debt collection and related litigation. Like many law firms, it needs to record and store phone conversations for compliance and review phone conversations for case reference.

Terri Goldsberry, Robinson Hoover & Fudge's Director of Operations says: **"We use Dubber to record our interactions with defendants. For compliance reasons we have to keep recordings in place in case there are questions."**

Since Robinson Hoover & Fudge focuses on debt collection, mediation and litigation, the firm's records must be compliant with the Fair Debt Collection Practices Act and the Consumer Financial Protection Bureau.

A team of four or five people, depending on demand, can take anywhere from 50 to 100 calls a day. The team also field and record calls from clients, businesses, co-counsel and court judges.

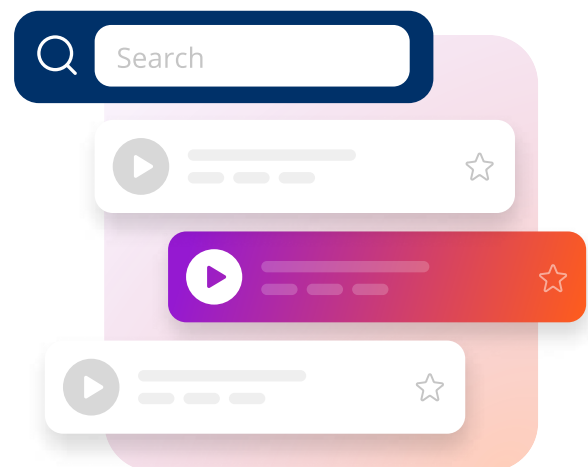
For Goldsberry, there is life before and after Dubber. At first the law firm used an analog phone recording system with on premise recording equipment kept in the same room as the phone switch.

It meant manual operation. Each user had to take responsibility for remembering to hit the record button. The system would then send the recording to an email address. Recordings would then be saved on the email system.

Goldsberry says, **"It was horrible. If passwords were changed for emails or for the phone system, we would just lose recordings. Finding recordings was hard; it was only possible to search by phone extension."**

In practice this could mean she needed to listen to many different calls to hunt down the specific recording an attorney was looking for. The process would take hours.

Now she can get straight to the call. **"If I need to I can find five calls in less than five minutes"** She estimates moving to Dubber freed up about a day a week of her time.





THE CHALLENGE

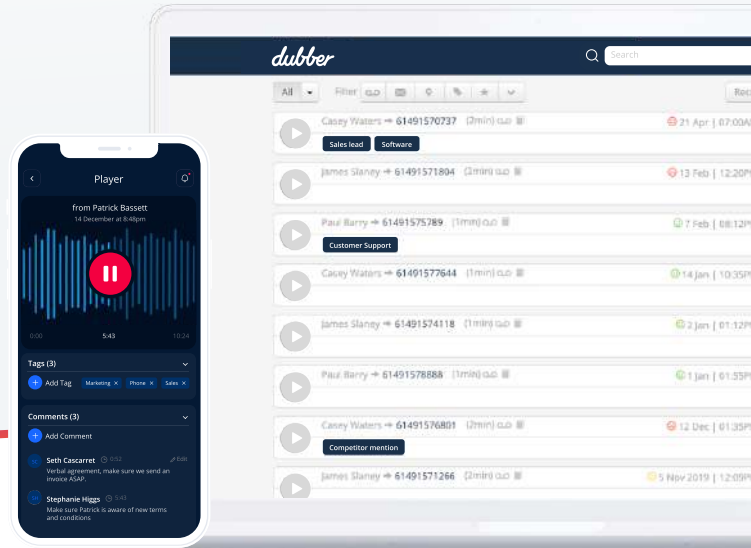
- 50 - 100 calls per day.
- Field calls from clients, businesses, co-counsel and court judges.
- Only certain phones could record.
- Listened to numerous calls to find the one the attorney needed.

THE SOLUTION

- The Cox phone system where Dubber is integrated at the Exchange level.
- Set up was immediate.
- Phone recording follows people from wherever they work, on whatever device they use.

THE TECHNOLOGY

- ✓ Dubber's Unified Call Recording



THE RESULTS



Time savings of up to 380 hours/per year

manually searching for calls saved on the email system.



Compliance mandates met

Dubber future proofed the law firm for ongoing compliance regulations.



Revenue Booster

Previous year's revenue was the highest yet.

“Now with Dubber, if I need to I can find 5 calls in less than five minutes. Dubber has freed up 1 day a week of my time.”

Terri Goldsberry

Director of Operations, Robinson, Hoover & Fudge





End not knowing

Get better outcomes from your team
and unlock the value within voice

visit **dubber.net** for more

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