



Case Study

# WellPet Vets uses Dubber to resolve call disputes and improve staff performance





## Overview

Nurses, receptionists and admin staff at WellPet’s three Western Sydney veterinary hospitals take client calls around the clock. It’s a busy practice that deals with hundreds of calls every day.

WellPet senior manager Lucy Chapman says the business had a problem at billing time. **“Clients would tell us they were not informed about the costs of tests or procedures during phone consultations”.**

This led to billing disputes, which could end up costing the practice thousands of dollars. **“We wanted to know if clients’ reports of what staff told them were accurate”**, she says.

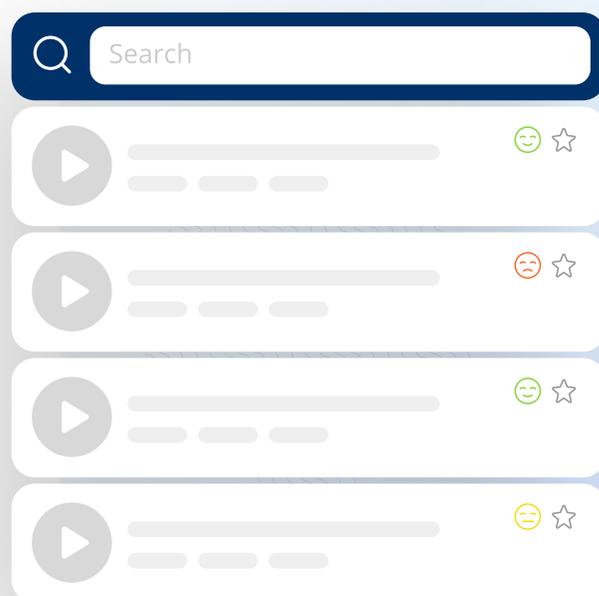
WellPet had a recording system in place, but staff found it hard to find and extract calls. Searching could take hours and often needed IT support.

Outcomex, WellPet’s system integrator, suggested using Dubber to record calls. The installation was instant. Implementation meant giving users log-ins and a quick training session.

Once installed Chapman says her team could find relevant recordings fast – with instant search of every client call. She says **“We can immediately clarify what was said in the call and listen to the context”.**

Dubber has already saved WellPet thousands of dollars. It also stops disputes from escalating. Since installing Dubber, WellPet now uses recordings more often because they are easier to find and retrieve.

Chapman says she now uses recordings to give client-facing staff training and feedback on how to better handle calls. This has led to improved customer service and experience.





## The Challenge

- WellPet needed to record calls where staff inform clients about treatments and likely costs.
- Often calls led to billing disputes over claims that costs were not explained.
- An earlier system recorded calls, but users found retrieving them slow and difficult.
- Alternative solutions too costly to record all calls.

## The Solution

- Dubber call recording deployed in tandem with Cisco WebEx Calling.
- This enabled 19 staff working at three veterinary hospitals to record all client conversations.
- The user-friendly interface and search function made it easy and fast to retrieve recordings.

## The Technology

- Call Dub
- Cisco Webex Calling
- Outcomex is the systems integrator

## The Results



### Evidence

Resolving disputes saved WellPet thousands of dollars



### Improved customer service

Used recordings for staff training



### Productivity boost

Instant access to recordings and user friendly system



### Affordable

Cost effective solution to record all calls needed

“We can fight disputes now, we have the evidence. It also gives us the opportunity to upskill the team to improve the service we offer clients”

Lucy Chapman,  
Senior Manager, WellPet



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