



Waitsfield and Champlain
Valley Telecom improves
invoicing efficiency and
customer service response
time with DataView
Document Management

Industry
Telecom

Challenge
Expanding volume
of documents
impacting customer
service and
response times

Solution
DataView
Document
Management
System

Results
Call center reps
(CSRs) have easy,
fast information
access

Improved service
response times

Time and money
savings

Company

Established in 1904, Waitsfield and Champlain Valley Telecom (WCVT) is an independent, privately owned telephone company that provides local and long-distance telephone services to the Mad River and Central Champlain Valley regions of Vermont. In order to services its customers at the highest levels, Waitsfield Telecom maintains a local, fully staffed Network Operations Center that proactively monitors the network, prioritizes potential issues and alerts, and provides 24/7 technical support and problem remediation.



“With more than 2.5 million documents generated annually, we needed to enhance our customer invoice distribution system. DataView gives our call center reps (CSRs) easy, fast access to information and streamlines the way they do their jobs.”

Jim Lavoie, VP IT, Waitsfield and Champlain Valley Telecom

Challenge:

Expanded services and customer growth increased the volume of invoices and other documents, impacting customer service and response times.

Time & Money Savings

Everyone viewing the same document simplifies explanation of services and account-related questions.

Fast Access to Documents

Convenient search tools streamline digital document access.

Intelligent Indexing

Related documents or document types are automatically linked, so that a single query can conveniently produce multiple documents



Solution:

At Waitsfield Telecom, the DataView system is configured as a series of Folders and Drawers to streamline access to employee and customer-related documents and information. DataView includes more than 100,000 folders with more than 2.5 million individual documents. The system is concurrently accessible by up to 20 customer service reps. Waitsfield also utilizes DataView to store billing records, reports and statements from the carrier for the use of the lines as well as from the company's cable TV service providers. This enables users to access statements or bills in a single location. A separate folder contains documents and information common to the telephone industry, including information related to easements, contracts, work orders and Dig Safe records.

Results:

- Enhanced invoice distribution system improves customer service and field response times
- Fast document access saves time and money
- Virtual Filing Cabinet captures invoices and customer-related documents in a secure digital repository, auto indexes documents in the correct drawer and folder

“The speed improvement and ease with which we can locate and view copies of invoices — while the customer is on the phone — saves us time and money and helps our reps explain services and answer account-related questions.”

Jim Lavoie, VP IT, Waitsfield and Champlain Valley Telecom

Ready to get started with DataView?

Learn more at caisoft.com