

Customer's Needs

Merck Frosst, a multinational pharmaceutical company, was looking to replace their voice recorder with a solution that was technologically more advanced and that would allow them to meet an internal need. Indeed, Merck Frosst wanted to record some of their phone stations permanently and a few stations on demand for quality monitoring purposes, in order to maintain and improve the quality of the service provided to their employees.



Solution

The NovoLog Express voice recording system allows users to recuperate immediately vocal files and play them back by selecting a precise segment. The company has also gained a benefit on the security level, since the system allows to manage the recordings access. Selective access rights to the audio files are granted (user name and password) according to the security standards set by Merck Frosst.

The 20-channel NovoLog Express recording system allows permanent recording and selective playback according to the rights granted to the supervisors. The customer has provided their own computer network in order to comply with the Merck Frosst international standards. Novo was able to adapt their technology and applications to the technological environment, allowing them to meet the customer's security standards. The flexibility of our solution has allowed us to meet the specific needs and requirements of the customer.

Benefits

- Improved the support service for the employees
- Maximized the agents productivity
- Time economy
- Enhanced security
- Optimized the work process

About Merck

Merck Frosst is the subsidiary of Merck & Co., Inc. in Canada. Merck is a global research-driven pharmaceutical company dedicated to putting patients first. Established in 1891, Merck discovers, develops, manufactures and markets vaccines and medicines to address unmet medical needs. The Company devotes extensive efforts to increase access to medicines through far-reaching programs that not only donate Merck medicines but help deliver them to the people who need them. For 20 years, Merck has been at the forefront of the global response to the HIV/AIDS pandemic. From the discovery and development of antiretroviral drugs to our continuing efforts to develop a HIV vaccine, Merck's commitment to this disease area has never been stronger. Since our first HIV products reached the

market a decade ago, the company has worked to expand access to these medicines - particularly in the world's poorest countries and those hit hardest by the pandemic. For more information, visit www.merck.com.

About Novo Technologies

Novo Technologies is a leading innovator and provider of flexible and adaptable contact center Key Performance Indicators and compliance software offering the best value to empower customer experience.

Since its founding in 1995, Novo Technologies has experienced remarkable growth and received numerous awards for its ingenuity and innovation. It has been providing pioneering technology and superior service to hundreds of organizations in financial services, health care industry, and governments in Canada, United States, Mexico, Brazil, Costa Rica, Colombia, and Vietnam.

www.novo.ca

For more information on how Novo Technologies can empower your organization with its solutions, please contact us at 1.888.657.6686 or email us at sales@novo.ca