



# CALLERID REMEDIATION

BY CONTACT CENTER COMPLIANCE

## EVALUATION

FROM



"WE WOULD HIGHLY RECOMMEND CALLERID REMEDIATION, WE WILL DEFINITELY CONTINUE TO USE IT."

-KONRAD  
RRH ENERGY SERVICES LLC

We have been using CallShaper for over 2 years. Before that, we used Fonality and other proprietary software. Currently, we utilize CallShaper for inbound customer service for multiple brands, as well as outbound retention, loyalty, and various administrative campaigns for different brands.

Our exploration of solutions to improve contact rates was prompted by a noticeable decrease in connection rates and customer reports of our phone numbers being marked as "potential spam." We demoed a few other dialing systems but ultimately chose to remain with CallShaper and enhance it with call remediation. We learned about CallerID Remediation through a recommendation from the CallShaper team.

Since implementing CallerID Remediation, our campaigns have experienced increased customer connectivity. The call remediation team provides excellent support, often suggesting setup adjustments or DID changes to improve overall results. Compared to our experience before using CallerID Remediation, we have seen a significant improvement in connection rates, leading to more successful call campaigns.

Overall, we are very satisfied with CallerID Remediation. It has significantly improved our customer outreach, was easy to integrate with our existing CallShaper setup, and the support team offers valuable monthly health reports and assistance. We highly recommend this service to others in the call and contact center industry and will definitely continue to use it.

INTERESTED IN CALLERID REMEDIATION?

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