

St. Lucie County Stopped Spam Calls in its Tracks and Improved Response Times



CiraSync Improves Emergency Response Times with Always Synced Contacts and Calendars



Business situation:

County employees were waiting until the end of the day to filter through spam calls via voicemail. This led to them missing important calls until end of day, increasing response times, and slowing county coordination to a crawl.

Solution:

With CiraSync, county employees were able to confidently screen calls and reach each other effectively.

Benefits:

- Slashed county response times
- Increased productivity by reducing unnecessary voicemail checks
- Ease of administration means less IT headache

Challenges

St. Lucie County employees faced a daily barrage of spam calls due to their publicly available contact information. The overwhelming volume led staff to send most unknown numbers directly to voicemail. Important calls were frequently buried among spam, forcing employees to spend valuable time at the end of each day digging through voicemails to ensure nothing critical was missed.

Solution

With CiraSync, the county automatically synced official county contacts to employee smartphones. Staff could immediately identify who was calling and distinguish legitimate calls from spam in real time, eliminating the need to rely on voicemail triage.

Results

Response times improved dramatically. Employees no longer wasted hours sorting through unwanted calls, enabling them to focus on high-priority conversations and maintain better communication with county residents. The streamlined call screening process led to measurable productivity gains and reduced frustration across teams.

CiraSync: Give Your Team the Confidence to Know Who is Calling

If your organization needs a reliable, automated contact solution that keeps every employee prepared for every call, CiraSync delivers.

Ready to get started?

[Talk to a Human](#)



When talking about finding a solution their spam call problem, St. Lucie IT Manager. Daniel, had this to say.

"...Our department just didn't know that it doesn't have to be this way..."

Daniel
IT Manager, St. Lucie County