VERSADIAL®
Call Recording Solutions

After developing recording software for over two decades, we know how important it is to find the right solution for your business. We work hard to offer and ensure that our solution will work within your phone environment and fulfill your unique needs.

STOP
He Said / She Said
DISPUTES

Features:

- Monitor Live Phone Calls
- Supports Multiple Phone Systems and Hosted VoIP Solutions
- Compliant with Regulations, Including PCI/HIPPA and More
- Search/Playback/Detailed Call Reporting
- Grade and Score Calls
- Silence or Extract Parts of a Recording
- Email Recordings
- Record Radio (Analog and RoIP)
- Screen Capture
- Speech Analytics
- Automatic Archiving and Backups
- Detailed/Granular Permissions
- Access Via Web Browser
- Want More? Just Ask!

Call Recording Benefits:

Reduced Liability: Too many businesses reach out to obtain a call recording solution because they have been sued or are in a heavy dispute. These owners and sales managers discover that having a recording solution monitoring these calls would have reduced this liability and quickly resolved the situation. Many times, the cost of one lawsuit or dispute will pay for the recording system.

Incident/Event Recreation: Public safety, emergency and transportation departments commonly need to re-create an incident or emergency in real-time format. Versadial's recording solution and user interface allows these agencies to piece together a timeline view and re-create these incidents to objectively review and train agents.

Compliance: Maintaining proper compliance and adhering to internal processes is an important piece of your daily business operations. Regulatory compliance enforced by outside entities may require you to record your inbound and outbound calls.

Training: With calls being recorded 24/7, you gain an insight into your daily verbal transactions. Our quality control and testing module allows managers to listen to calls and review agent performance. Indicate problem areas, share their results with the agent, mark tests and calls for review and conduct quality training from any PC within the network.

Quality Control: Our QC module makes it easy to grade calls as well as conduct general QC reviews. Create custom forms to suit your business model, send reviews to another manager or the employee for further training. Run Quality Control reports to monitor your employees' progress and see if there is any room for improvement.

Advantages:

- On premise secure and reliable recording
- Compatible with hosted VoIP and SIP trunk solutions, PBX extensions and trunk lines (record a variety of lines on one recorder)
- Solutions are easily scalable and flexible by adding licenses or additional recording servers (2-1000+ lines can be recorded)
- Multiple purchase options, own the licenses with no monthly fees or charges, or choose a 1 year subscription plan
- Feature rich solution at a fraction of the cost of similar offerings (unlimited access to software, advanced features, QC, and more)
- We offer an optional yearly Software Maintenance Plan (includes unlimited support and free software upgrades, Software Maintenance Plan is included with subscription purchase option)

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