

Recording your company's telephone calls can have many benefits. Customers record their calls for purposes of liability protection, training, compliance, and other reasons. Example industries using call recorders are healthcare, call centers, public safety, security, law, transportation, financial, and others. We support recording for most phone systems and different types of lines such as analog, T1/PRI/ISDN, PBX digital phones, VoIP phones, radios, etc.

Call Recording Software:

Search By

- Extension
- Agent Name
- Date and Time
- Caller ID / Dialed Numbers
- Inbound/Outbound Direction
- Notes
- Duration

Reports

- View and Print Reports
- Save Reports as PDF
- Preset and Custom Reports

Playback and Monitoring

- Live Monitoring
- Quick Recall of Recent Recordings
- Save and Email Recordings
- Bookmark (mark section of a call)
- Remote Playback, Unlimited Licenses
- Flag Specific Calls For Later Review

Quality Control Grading

- Easily Grade Recordings
- Create Unlimited Quality Control Tests
- Unlimited Criteria per Test
- View Results in Percentage Grade
- See Average Grade per Agent and Historical Performance
- Share Scores via Reviews
- Provide Training For Specific Criteria
- Grade Multiple Recordings at Once

Centralized Access

- Access all Recording Servers and Remote Servers within one browser based user interface.

Scalability

- Unlimited Number of Recording providers. (Limited only by CPU and Bandwidth)
- Distributed recording available for large or remote offices.
- Up to 240 Channels for Extension-Side and , 256 for Trunk-Side Recording per Recording Server
- Record Inputs Such as Analog, Digital PBX, VoIP*, T1/E1, ISDN-BRI

Why Call Recording?

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.

First Call Resolution: With live monitoring and easy call search capabilities, instances of poor customer experience can quickly be addressed and reconciled. Additional training and procedures will greatly increase first call resolutions within the company.

Increase Customer Satisfaction and Retention: By conducting quality training and enhancing first call resolutions, you will increase your overall customer satisfaction and retention rate. Dollars will not be lost on their way in and you will retain loyal customers.

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.

Agent Retention: It costs nearly 20% of an employees' salary to make up for lost productivity, time recruiting and training. Employees who are well trained and recognized have a greater comfort within the organization, increasing overall satisfaction and success within the business environment.

Increase Cross Selling and Up-Selling: Calls that have missed opportunities for a cross-sell or up-sell can be addressed during quality control and training. Skills can be honed and improved to increase an agents awareness of financial opportunities during a customer interaction.

Reduced Operating Costs: Built on windows based platform and running on a Windows 7 server allows companies to reduce the operating systems cost and maintenance. An added benefit with a browser based rich user interface also reduces the maintenance and expense of handling an additional utility to access recordings.

Reports and Insight: QC Reports provide an in-depth analysis into your current production, employee interaction and your overall business value.

