

Call Recording

...archive every call your business makes and receives

What is it?

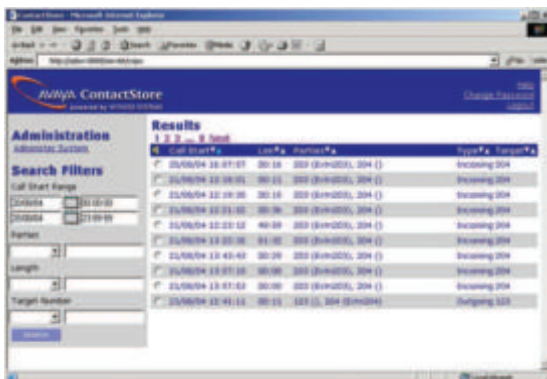
In today's increasingly competitive market improving the service you offer to your customers, as well as improving operational efficiency and business effectiveness, is key to achieving a competitive edge.

A Call Recording solution can make a big difference to your business. Whether your business records voice interactions between customers and customer facing employees for quality, training, dispute management or business intelligence purposes, an IP Office Call Recording solution can help increase the customer experience and increase productivity.

IP Office offers two Call Recording options:

IP Office Voicemail Pro offers a Call Recording service which can be used to either automatically or manually record incoming and outgoing calls, as well as internal calls.

IP Office ContactStore complements the Call Recording capabilities of Voicemail Pro by storing and cataloguing the recordings in a database so that users can easily search and replay call recordings through a Web based GUI.



Benefits

Improved customer service

Exceptional customer service is imperative if a business is to be profitable and gain a competitive edge. The problem that many businesses face is how to measure the service they provide to their customers. An IP Office Call Recording solution can help enhance the customer experience. For example:

- Provides a tool for coaching and training customer facing employees
- Record voice interactions with customers and suppliers for dispute management purposes
- Help to ensure that calls are being handled professionally and agents are working productively

Improved productivity

For a business to sustain competitive advantage, increasing worker productivity is a fundamental objective. Deploying a call recording solution will result in considerable productivity gains. For example:

- Mobile workers can record conversations while travelling and have a record of the call for reference purposes
- Use best practice recordings for training workers on correct skills, processes and procedures, as well as sales techniques.

Market Drivers

Achieve and sustain a competitive advantage...

Every business needs to achieve and sustain its competitive edge. By deploying a Call Recording solution your business will greatly improve the way internal and external communications are managed.

Monitoring employee call handling for training and coaching purposes, as well as using call recordings as a source of business intelligence, all help to enhance the customer experience and achieve a competitive edge.

Enhance the customer experience...

Exceptional customer service is a fundamental requirement for every successful business. Exceeding customer expectations and enhancing the customer experience will give your business an unrivalled competitive edge. A happy customer will remain loyal whereas a customer, who has experienced poor service, will shop elsewhere.

Deploying an IP Office Call Recording solution will enable your business to greatly improve the customer experience with minimal investment. This will ultimately lead to customer retention and increased profitability.

Key features

Key call recording features of Voicemail Pro are:

- **User Recording** - automatically or manually record calls to and/or from a particular user. By default the recordings are stored in the user's voicemail box
- **Hunt Group Recording** - automatically or manually record calls to and/or from a particular hunt group. By default the recordings are placed in the hunt group's voicemail box
- **Account Code Recording** - An account code can be applied to a call by the user before it is made or during the call. One can also be applied automatically through CLI matching. Both incoming and outgoing calls which use a particular account code can be recorded
- **CLI Recording** - Account codes can be assigned to a call by CLI matching. This allows recording to be based on a CLI match

- **Time Profiles** - For each user, hunt group and/or account code, and IP Office time profile can be used to determine when auto-recording is used.
- **Play Advice on Call Recording** - when a call is about to be recording, the IP Office can play a message to advise the call parties

The optional ContactStore allows replay of recordings by means of a browser based application that is accessible with IE v5 and higher. The search and replay facilities include the following features:

- Personal security restrictions
- Criteria based search filter fields to perform specific searches
- Replay controls to start, stop, pause, skip forward, skip backward or to export the recording to a readily playable .wav file
- Audio waveform display to present a graphic representation of the audio content of the call. Use the waveform to avoid replaying static or silences and to move to specific portions of the call

The following information is held for any recording:

- The start date and time
- The duration of the recording
- The name and number of the parties on the call
- The direction of the call (incoming, outgoing or internal)
- The owner of the call recording
- The target or dialled number, which may differ from the number that actually took the call
- A unique reference for the recording

IMPORTANT:

IP Office stores call recordings as .wav files. As result, all call recordings made by IP Office cannot be used as evidence in a Court of Law.

A Voicemail Pro port is required for every concurrent call recording.