

Call Recording with Hosted Technology

Better manage how your employees interact with customers.

Call Recording service provides fully hosted solution to record, store, organize, and access recordings of customer calls. The service can be used to cost effectively address regulatory compliance obligations, monitor quality control, training, or dispute resolution. Call Recording is a feature rich solution which has the capability to meet the needs of all sizes of customers.

Call recording allows clients to search, find and categorize recordings based on time or date of call, incoming phone number, outgoing phone number or other customer requirements. The VoIP Ready call recording enhances the user experience and integrates with any hosted phone system.

Access to the calls is provided with standard browsers without installing any additional software. Replay of calls works with a standard Media Player. Powerful and flexible search criteria allow for immediate and accurate retrieval.

Call Recording

Recording Calls may be enabled for users in one of four modes: Always On, Always On with Pause and Resume, On-Demand or On-Demand with User Initiated Start.

- Always On – All incoming and outgoing calls for the user will be recorded with no user control to start, stop, pause or resume.
- Always On with Pause/Resume – All incoming and outgoing calls for the user will be recorded with user control to pause, resume or stop the recording using a Feature Access Code (FAC). The Pause/ Resume feature is configurable to play an announcement, play a tone, or no notification.
- On Demand – Entire calls will be recorded for the user only when the call recording start FAC is entered. The FAC may be entered at any time before the call is ended and the entire call will be saved. Pause, Resume, and Stop FAC controls are also supported after the FAC is entered.
- On Demand with User Initiated Start – Records only the portion of the call after the recording start FAC has been entered.

