



# The new business asset: your calls

Our call recording software helps companies further enhance their customer relationships by capturing and making the call content easily accessible in ways not available before.

## Call Recording Software for all types of teams

The business use cases for recording are now endless. The accessibility and content that can be gained from your recorded calls can provide benefits to all types of businesses, across all verticals. With the right options for recording and permission management, recording can be revolutionary for every team member. Teams are becoming more mobile and decentralised so enabling collaboration is now paramount. With our call recording, all users can have the traditional benefits of risk protection, but now have the added benefits that were previously not available.



### Always or On-demand

Each user can either record every call or only the important ones.



### Secure, encrypted and compliant

The recording platform have been built with the latest cloud technologies, enabling complete compliance and security.



### Team Collaboration

With correct permissions, every user can now benefit from recording, allowing instant playback, secure share and coming innovative features that change what's possible.



### Recording assets

Gone are the days of deleting recordings because storage is running out or becoming too expensive. Our cloud storage is endless and extremely reliable.

## One platform. World of solutions



### The Recording Platform

This is a revolution in Call and Communication Recording, as the platform is built with the concept to help every user achieve more from their calls. This is the main focus, but it has been architected with complete security, reliability and unlimited scalability at its core. All recordings are captured and maintain on our infrastructure within region to satisfy all data sovereignty requirements.



## PCI Compliant Recording

Recording of calls related to credit card payments is becoming increasingly regulated. Our platform supports multiple methods of compliance and the solution can be tailored to any User's particular level of compliance requirement.



## Contact Centre

Aspects of the platform, such as scalability, collaboration and advanced search provide substantial benefits for Contact Centres. Administrators can see a single view of all Users across single or multiple locations. Managers/Team Leaders can view and control recordings by the Teams. Agents if permitted can view and share recording to help improve process and speed to resolve any requirement. Leverage this with the API (see below) and the Contact Centre can now completely integrate all recorded content through any business process in a very short time.



## Call Recording API

The Call Recording API enables companies of all sizes to realise the value of their call recording assets. In addition to accessing your recordings through the Recording web application, the Call Recording API enables access to your recordings within your existing business applications. The Call Recording API enables simple and seamless integration into any CRM including Salesforce.com, Microsoft Dynamics and generally any other SaaS/Cloud application.



## Extensive Storage

With our call recording solution, organizations can expect up to 5 year storage for recordings. Our secure and generous storage capacity means even organisations in with very tight regulatory compliance industries and make sure to have access to all their recording files from up to 5 years before within a few clicks.



## UK Deployment

Our call recording solution is a native cloud platform which can be deployed locally in almost any geographical location and adhere to local data sovereignty laws and regulations. For our services throughout the UK, our solution is deployed within UK data centres.

## Recording Features

- Centralised Platform
- Always on recording
- On-demand recording
- Pause & Resume
- Encrypted storage
- Browser Access
- Secure recording share\*
- Advanced Search
- Filters
- Tagging
- Download\*
- Delete\*
- Endless Storage availability
- Administration, Standard and Private Users
- Teams\*
- Call Recording API
- PCI DTMF masking\*\*

\*Permission based \*\*Optional functionality

