



# Hosted Call Recording



Businesses, call centers, and government all face an increasing need for call recording to meet regulatory requirements, support quality initiatives, or respond to legal demands. **Hosted Call Recording** offers an easy-to-use, easy-to-deploy solution. This web-based, call recording application requires no additional hardware or software and is fully integrated with the iPBX hosted communications service.

## Hosted Call Recording Benefits

### Cost-Effective Solution

No expensive hardware or capital expenditure required. Fully-integrated with the iPBX service as another hosted application, you pay for only the number of users and storage capacity you require. Playback works with any standard media player.

### Supports Regulatory Compliance

Whatever regulatory requirements an enterprise faces, Hosted Call Recording provides the features necessary to comply with functions such as the ability to set preferences, maintain security, and archive by category.

### Easy to Administer

With web interface, dashboard, and multiple security features, Hosted Call Recording is easy to set up and administer. Advanced search functionality helps make it easy to retrieve recorded calls based upon user-defined categories or added text comments.

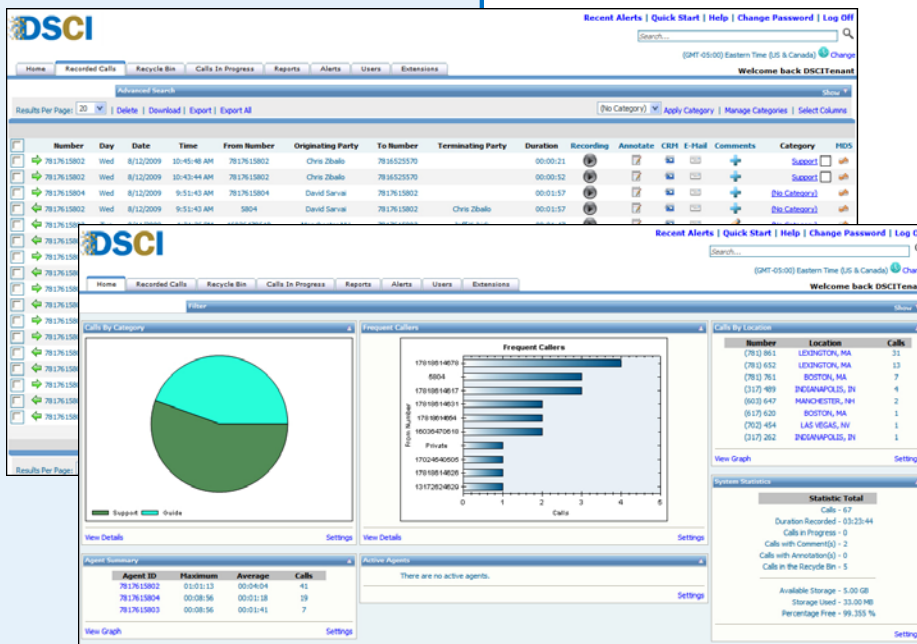
### Flexible to Meet Multiple Needs

Hosted Call Recording offers a large variety of features to meet the very specific needs of each business. These include supervisor's ability to interrupt, capability for users to add comments and annotations, functionality to add user-defined categories and apply permission-based access, and more. Hosted Call Recording also seamlessly integrates with selected CRM applications to simplify use and recordkeeping. Additionally, this single system can accommodate users across multiple sites.

### Assures Security and Privacy

Administrators control access to recorded calls based upon permissions. For example, managers can access only their team's calls. Recorded calls required for legal, regulatory or compliance purposes can be easily exported from the Hosted Call Recording server to your in-house system for archival.

*The web-based, Hosted Call Recording dashboard puts the management tools you need at your fingertips*





## Hosted Call Recording Features

Calls By Category	Caller	Caller ID	Number of Calls	Av
Frequent Callers	17818614678	DSCI Corporate	4	00:00
Calling Locations	5004	David Sarvai	3	00:00
Agent Activity	17818614617	DSCI Corporate	3	00:00
User Details	17818614631	DSCI Corporate	2	00:00
	17818614654	DSCI Corporate	2	00:00
	16036470618	Manchester NH	2	00:00
	Private	Private	1	00:00
	17024940305	Transfer	1	00:00
	17818614625	Unavailable	1	00:00
	131172624629	CTI BILLIG SCLU	1	00:00
	17818614690	DSCI Corporate	1	00:00
	17818614632	DSCI Corporate	1	00:00
	17818614633	DSCI Corporate	1	00:00
	17818614618	DSCI Corporate	1	00:00
	17818614605	DSCI Corporate	1	00:00

*Managing your call recording is as easy as point and click as seen in this report function of the system's dashboard.*

### Feature

### Feature Description

#### Dashboard

The Call Recording dashboard provides a snapshot of system data which, in many cases, can be viewed statistically or graphically. Additional functions are accessed through individual tabs to, for example, add annotations, categorize calls, or compile reports.

#### Monitor Calls in Progress

Useful for training, order verification, client time-logging or when unusual usage has been detected.

#### Add Text Comments

Add text comments to specific calls. Useful where a name, reference or case number must be associated with a call. This is a searchable field.

#### Add Annotations

During playback of calls, place markers in the call with text comments or uploaded documents. When a call is being reviewed, the user can go straight to these annotations.

#### Assign Categories

Create and assign categories to recorded calls. This is a searchable field and useful for functions such as tracking marketing campaigns or analyzing call center activity.

#### Initiate Alerts

E-mails are sent based upon user-defined business rules when call criteria is met. Useful for alerting non-user team members of call activity for certain calls or category of calls.

#### Utilize Non-proprietary Media Players

Playback recordings with standard media players such as Windows Media Player® or Quicktime®.

#### Set Recording

Administrators determine which calls are recorded by setting preferences for each extension such as phone number or account number, times or shifts, or days of the week.

#### Permission-based Access

Administrators create system users with access based upon extension. This allows, for example, a call center manager to access only that team's calls.

#### Archive Call Recordings

Select call recordings for download by groups or individually. Or use an FTP client to save to your system. Calls can be exported as CSV files or downloaded as Zip files.

#### Variable Storage Capacity

You choose the storage capacity you require based upon your needs. Should those needs change, you can easily add or subtract capacity as required.



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