



Harness the power of cloud-ready call recording

# Call Recording

## As-a-Service Solution for Call Quality Management & Compliance

If your company makes and takes calls from customers, suppliers or partners, or if you have a call center, then call recording is a must. Most importantly, it can help you comply with regulatory requirements, but it's also useful for training, ensuring quality and, if needed, resolving disputes.

### CALL RECORDING BENEFITS

- Enhance the productivity of your employees
- Improve the efficiency of your communications
- Boost the effectiveness of your sales processes
- Increase your marketing and business intelligence
- Resolve disputes quickly with proof of the conversation
- Comply with legal and regulatory requirements
- Minimize liability by identifying and correcting problem areas or agents

## Tap Cloud's Advantages for Your Business

Uniquely, our call recording solution is cloud-based and delivered "as a service," so you get enterprise-grade platform that's highly reliable, scalable, secure and available immediately on a subscription basis.



#### No Equipment to Buy

Leverage our enterprise-class call recording platform, located in our secure data center, with no need to add any hardware on site.



#### Pay as You Go

There's no upfront capital investment required, you pay for the call recording services you need as a monthly subscription.



#### Scale Easily

Our cloud-based system can quickly and easily scale to thousands of users across distributed locations.



#### Offload Management

There's no need for you to administer and manage the call recording system; our expert engineers do it for you 24/7/365.



#### Ensure Privacy

We offer multilevel access control and partition multitenant resources to ensure data protection and customer privacy.



#### Support Virtual Workers

Because our platform is in the cloud, it's accessible to remote and mobile workers who have an Internet connection.

**CHOICE**  
COMMUNICATIONS  
INVEST IN SOLUTIONS, NOT JUST TALK

# Call Recording

## Integrated with Your Communications Systems

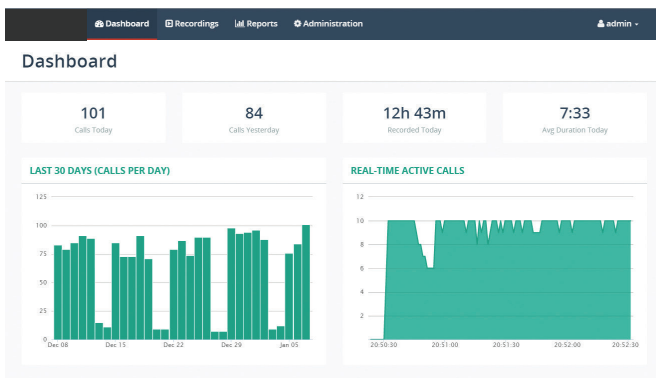
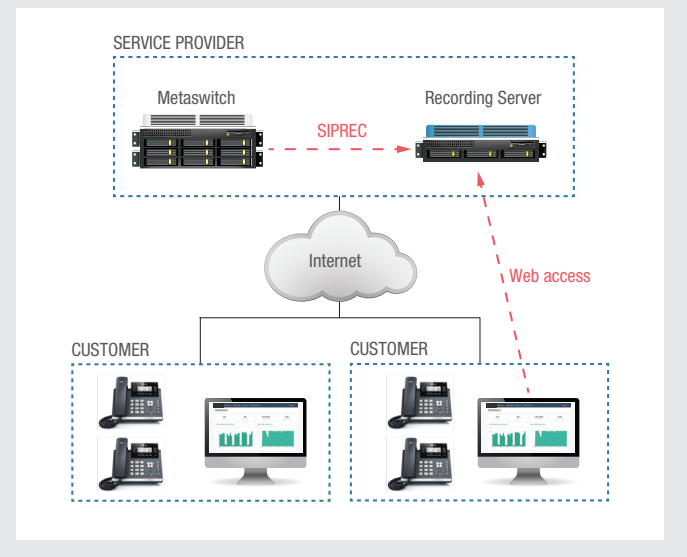
Our call recording solution is flexible and is integrated with our cloud-based unified communications as a service (UCaaS) solution. Plus, you can seamlessly integrate our call recording solution with third-party applications, such as CRM and help desk systems, to achieve superior customer service and maximum business results.

### INSTANTLY BENEFIT FROM THESE EASY-TO USE FEATURES

- + **Web-based User Interface** – Access your call recordings anytime, anywhere with our intuitive, user-friendly web interface. No desktop software required.
- + **Intuitive Call Search & Playback** – Quickly and easily search millions of calls by any parameter, such as date, time, caller/callee number, number or agent's name. Or simply type in a search term. Playback is available from your browser window.
- + **Multiple Recording Options** – Record all calls automatically, select calls to be recorded based on rules or specific criteria, or initiate call recording on-demand from your web browser or IP phone.
- + **Look Back Technology** – Recover conversations from the beginning – even for calls already in progress. With our Look Back feature, you won't miss a single word.
- + **Centralized Multisite Call Recording** – Record calls made to and from multiple locations or branches.
- + **Desktop Phone Integration** – Save time with one-touch recording from your IP phone. (Available from select manufacturers.)
- + **Real-time Dashboard** – Gain a real-time picture of your performance with our dashboard showing calls per day, call duration, active calls, total number of recorded calls and more.

### HOW IT WORKS

Call details and audio streams are sent to the call recording server in our highly reliable and secure cloud-based network. Recordings are accessed remotely via any web browser.



### MONITOR CALL PERFORMANCE

- + **Reporting** – Generate statistics for calls, day, users, employees' performance and more with our comprehensive reporting features.
- + **Live Monitoring** – Monitor employee's calls in real time to guide and support agents in delivering optimum customer service.
- + **Customizable Score Cards** – Evaluate employees or call center agents using built-in score cards or quickly customize existing evaluation forms with this optional, add-on feature.

### EASE REGULATORY COMPLIANCE

Our call recording solution can help you comply with legal requirements, such as PCI-DSS, HIPAA, Sarbanes, Oxley, FIPS, FPS and more, with these features:

- + **Customizable Access Privileges** – Define user roles and access to functions, such as playback, live monitoring or administration.
- + **File Watermarking** – Validate the authenticity of any .wav audio file with our application.
- + **Audit Log** – Monitor sensitive information to ensure maximum security and regulatory compliance.
- + **Pause & Resume Recording Triggers** – Automatically pause and resume the call recording process to omit sensitive data, such as cardholder information with this optional, add-on feature.
- + **Encryption & Advanced Security** – Ensure the highest security with 256-bit AES file encryption and access to call recording via SSL/HTTPS connections with this optional, add-on feature.

### FOR MORE INFORMATION

[www.choicecommunicationsllc.com](http://www.choicecommunicationsllc.com) 863.393.9711