

Hosted Call Recording



Our cloud-based call recording application, fully integrated with UCx, eliminates the need for expensive recording hardware or software.

Businesses, call centers, and government agencies all face an increasing need for call recording to meet regulatory requirements, support quality initiatives, or respond to legal demands. Hosted Call Recording from TPx offers an easy-to-use, easy-to-deploy solution.

A cost-effective solution

With Hosted Call Recording, there's no expensive hardware or capital expenditure required. Fully integrated with our UCx Hosted Unified Communications Service as another cloud-based application, you only pay for the number of users and storage capacity you require. Playback works with any standard media player.

Easy to manage

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

Supports your regulatory compliance

Hosted Call Recording provides features that may assist you in complying with regulatory requirements, with the ability to set preferences, maintain security, and archive by category.

Feature	Description
Dashboard	The Call Recording dashboard provides a snapshot of system data. From here you can also add annotations, categorize calls, or generate reports.
Monitor calls in progress	Useful for training, order verification, client time-logging, or when unusual usage has been detected.
Add text comments	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 you review a call, you can go straight to these annotations.
Assign categories	Create and assign categories to recorded calls. This is a searchable field, useful for functions such as tracking marketing campaigns or analyzing call center activity.
Initiate alerts	The system sends e-mail alerts when calls meet your defined criteria. Useful for alerting non-user team members of call activity for certain calls or category of calls.
Non-proprietary audio format	All recordings are saved in MP3 format, so you can play them back with any standard media player.
Set recording	Administrators determine which calls are recorded by setting preferences for each extension such as phone number, 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. If those needs change, you can easily add or subtract capacity.
CRM integration	Allows calls to be archived to various CRM systems, such as Sugar or Salesforce.com.
Screen capture (optional add-on)	Records the user's computer activity in addition to the audio portion of a recorded call.
Evaluate (optional add-on)	Provides managers with evaluation tools such as performance monitoring and script adherence monitoring. This allows a call center manager to provide agents with suggestions for improvement based on real-world examples.
Call analytics (optional add-on)	Allows users to search recorded calls for specific phrases, such as "I'd like to speak with a manager" or "I'm so happy I called." The administrator can create an unlimited number of search terms with automated alerts.

Finds opportunities for improvement

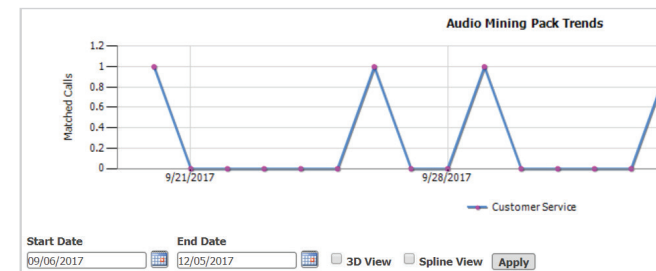
The optional Call Analytics and Evaluation features give you additional tools to monitor calls for training and script adherence purposes. You can use search terms and keywords to easily identify dissatisfied customers, measure callers' reaction to your messaging, or conduct "voice of the customer" research.

Flexible to meet multiple needs

Hosted Call Recording offers a wide variety of features to meet the very specific needs of each business. Hosted Call Recording also seamlessly integrates with selected CRM applications to simplify use and record keeping. Additionally, this single system can accommodate users across multiple sites.

Flexible to meet multiple needs 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 optional Call Analytics dashboard provides a view of key search terms with their associated call dates and durations.