

## From the **Streamline** CTI range \_\_\_\_\_

The use of call recording in both companies and call centers is becoming more and more essential to enhance the quality of telephone attention and customer service.

# Recall

Call recording systems

**Recall** is a family of call recording systems designed to meet the requirements of today's ever more demanding markets. **Recall** enables the recording of internal and external calls, the recording of extensions or lines, and recording on demand, on a permanent basis or according to a programmed schedule.

## Call recording

- ▶ Recording on demand controlled by an agent / user
- ▶ Recording on demand controlled by a supervisor
- ▶ Selective programmable recording
- ▶ Permanent recording of analog lines and extensions
- ▶ Permanent recording of ISDN lines and S0 bus



## Management of the recordings

- ▶ Recordings are stored in .wav format in the server PC
- ▶ Call recordings search by date and time
- ▶ Call recordings search by extension, called number and caller's number (from prefixes to complete numbers)
- ▶ Call recordings search by call type (inbound, outbound), duration
- ▶ Recorded calls may be sent by e-mail
- ▶ Recordings in-progress indicator



**Quality / Internal audit:** Call recording enables the improvement of quality control in telephone attention and ultimately the enhancement of the company's image and customer satisfaction.

**Training / Supervision:** The use of call recording in staff training significantly reduces the time required, and consequently the costs involved.

**Productivity:** The very nature of call recording enables improved resource control and increased agent productivity.

**Security:** Fraud, security applications, malicious calls ....



Integration with PC based Operator's Console and other CTI applications

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For:  
Call Centers  
Insurance companies  
Law Practices  
Financial services  
Mail order  
Taxi service  
Fire service  
Police  
...

.....Practical solutions for Telephony IT convergence