SmartRecord®

SmartRecord:

SmartRecord is a value-added optional feature that enables both inbound and outbound calls to be recorded and stored as MPEG files. Its easy-to-use web-based administrative and user portals provide access to recorded files and call detail records (CDR). SmartRecord is a feature-rich application that provides a graphical overview of your company's call usage.

The Perfect Monitoring Solution: When business activities require monitoring and oversight for regulatory purposes, **SmartRecord,** our call recording and desktop monitoring system, is a cost-effective and legally compliant solution that works seamlessly with Hosted PBX, SIP Trunking, and Enhanced Call Center.

Calls by Category – Calls can be categorized based on their call type

Call Monitoring - Provides ability for a supervisor or authorized agent to silently listen to a call in progress

Calls by Location – All calls can be identified by inbound or outbound number, area code, or physical location

Call Statistics – Graphical metrics of inbound and outbound number, redirection, duration, etc.

Call Log - Provides historical logs of inbound and outbound calls to and from your organization

Frequent Calls – Allow identification of frequent callers

Graphical Report – Pie charts and bar graphs that represent call data captured over the past day, week, and month

Today's businesses quickly recognize the value of a call recording solution beyond meeting regulatory compliance as they discover the importance of customer intelligence. SmartRecord with SmartInteraction Suite, delivers the means for hosted contact centers to make call recordings actionable.

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SmartInteraction Suite: There is little that is more important to the success of any business than the quality of customer interaction. SmartInteraction Suite, an advanced contact center service, enables the mining of recorded calls that reveals tremendous customer insight. The SmartInteraction Suite features are:

SmartListen – An audio mining application that allows organizations to utilize speech analytics to index recordings phonetically for easy retrieval and reporting

SmartEvaluate – An advanced form of call handler evaluation that allows users to isolate calls that meet certain criteria in order to perform several key business functions

SmartCapture – A screen recording application that extends and completes the picture of the call handler process by linking the voice recording with the corresponding visual recording of keystroke activity

Call Monitoring Just Got Smart.

Convenience
An easy-to-use web interface, filters, and comment annotations that provide system users with tools to quickly find, listen, capture, and evaluate recorded calls.

Quality Management
The ability to review all calls as opposed to a small percentage of calls allowing for auto-categorization of these calls and ultimately for the proactive identification of calls that require further monitoring and enables professional Quality Management.

Cost Savings
Minimal hardware and software is required to begin call recording giving you Cost Savings.

Easy Administration
Designed as a browser-based platform, administration and system access can be done from anywhere with no client software to install

Security
Recorded calls which require Security for legal, regulatory, or compliance purposes can be easily transferred from the SmartRecord to a user's system individually or in batches.

Ability to Measure Productivity
Ability to Measure Productivity of an individual or group of individuals with our tracking tools.

Call 978.687.0900 **Today for a** Free **Demo!**