

## Call Recording

### Record calls, archive them efficiently and search for specific calls.

Transbeam's Call Recording service is a value-added feature for Hosted PBX users and adds a tremendous value to many parts of a business in terms of sales and marketing intelligence, customer retention, customer service and compliance. Whether an enterprise deals with industry regulations, payment card security standards or HIPAA guidelines, Call Recording makes it easier for your business to settle claims, adhere to various industry regulations or to improve overall customer experience. The service is easy to install and includes voice recording, quality monitoring and mobile call recording.

Record your phone calls from standard devices (microphone or line input) and the ability to have others listen to LIVE phone conversations. Record calls, export the files to view immediately or securely store them for future use. Built with powerful and flexible search criteria, the service allows for efficient retrieval of recordings and generating valuable reports.



**RECORD  
CALLS**



**STORE  
CALLS**



**RETRIEVE AND  
PLAYBACK CALLS**

### Quality Management and Live Agent Monitoring

Monitor and measure agent performance in order to identify and address areas in need of improvement, with a goal of increasing service levels

### Audit Trail and Multi-Criteria Call Searching

Quickly and easily locate and access any past recording to settle customer disputes or legal claims for example. Ability to search, find and categorize recordings based on time or date of call, incoming phone number, outgoing phone number or other customer requirements.

### Mobile Phone Recording

Capture and monitor staff calls taking place outside of the office and/or after hours

*\*Mobile Phone Recording works if the following setup is enabled: For INBOUND calls to a Hosted PBX user the "remote office" has to be enabled and set to the users mobile number. For OUTBOUND calls, the Hosted PBX user has the remote office feature enabled and mobile number set as the remote office number. When making an OUTBOUND call the user has to use an approved "Call Control" app.*

### Benefits

- ▶ Multi-tiered Management with Audit Trail
- ▶ On-Demand Reporting
- ▶ Local or Remote Storage
- ▶ On-Demand Call Recording – the ability to enable call recording on a per call basis via a feature access code