

Get faster resolutions with Call Recording



Automated call recording across your organization

Faster resolution of customer disputes

Improves customer service effectiveness

CALL RECORDING FOR YOUR ORGANIZATION

Call Recording offers administrators an invaluable tool for their call-centric organizations or groups. It can serve as proof of verbal contract, helping you to quickly resolve customer disputes.

It can also serve as an effective training tool for improving the skills of your organization's sales and service representatives.

CALL RECORDING FEATURES



Enable or disable call recording by individual user, or by hunt group.



Edit recordings settings to multiple users or multiple groups in a single pass.



Available call recording settings include: Auto In, Auto Out, Auto All, or On-Demand.



Customizable call recording notifications, and call recording tones.



Options for call recording email notification routing and retention settings.



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