



Intelligent, Dynamic,
Communication Recording

Digital Voice Recording
Business Communication Tools



At ComputerTel we have been supplying voice recording solutions for more than 15 years. During this time we have gained experience in supporting variable requirements, from single channel recordings, through to complex multi-channel – solutions, fully integrated with telephone systems and databases. These have helped our clients to generate additional revenue opportunities, improve their profitability, enhance customer relations and reduce staff turnover.

Why record your calls?

Many companies in today's environment of 'instant solutions' are conducting as much as 75% of their business over the telephone, from product enquiries, financial transactions, order information to customer service information. In every situation there are advantages of recording these conversations.

Voice Recording allows companies and organisations to record, and replay all telephone calls. This allows you to verify important call information, or improve customer service through better employee awareness and management.



"As our business relies predominantly on telephone enquires, we felt it necessary to be able to record all calls to enable us to assess, acknowledge and retrain our sales agents to make our company even more customer focused and streamlined. We also wanted to ensure that we found an equally dedicated business support partner to provide us with a state of the art voice recording solution, suitable for our needs"

Joe Randlesome, Business Development Manager, Regtransfers.co.uk



ComputerTel products are designed to enable companies to optimise their customer relationships through the use of our recording and management solutions.

This not only allows for quality recordings, but includes solutions to retrieve and monitor calls for either verification or training purposes. These solutions are tailored around individual company requirements with the benefits of scalability to allow for your company expansion.

Call Recording solutions can be tailored to suit the needs of your business, and integrate effortlessly with your existing technology. Essentially, there are 4 fundamental methods of recording:

Trunk Side Recording

Connected across the lines into the switch, all inbound and outbound calls will be recorded. The information stored with

the calls is limited but a total recording solution is provided.

- A cost effective method of recording, and simple to deploy.

Agent Side

Connected directly to the extensions, all calls made to and from a particular line will be recorded. Data stored with the calls will differ dependent on the type of technology used. The basic method will have time, date and extension number,

but the latest technology decodes information from the phones and allows other relevant information to be stored with the call. Calling number, Dialed number, Agent name etc. are all possible.

- Provides information in the call records to simplify the searching of calls. Every extension that needs to be recorded must be connected to the recorder.

Computer Telephony Integration (CTI)

This method can be used with any of the above solutions and provides control of recording as well as allowing a greater flow of information from the switch to the call database - such as Agent name, Extension number, CLI, Dialed number,

DDI, as well as all the normal date and time information.

Only designated extensions will be recorded.

- The additional information provided enables fast and efficient retrieval of recordings when they are required.

Integrated Recording

This method of recording is ideal where a switch allows you to connect directly, and controls which extensions are going to be recorded by conferencing them in with the recorder. Once again the CTI link is

required and the system offers all the benefits of both Trunk and Agent side recording. Simple menus allow you to choose which extensions are to be recorded.

- Ideal for training and evaluation purposes, or when only a small percentage of extensions need to be recorded. Very cost effective solution.

To complement the various recording solutions we also provide Selective and Scheduled recording modules. Rather than recording all your calls, this allows you to set up rules for recording agents (for example, I want to record 10% of John's incoming calls on a Monday, Wednesday and Friday).

Expanding as your business grows

To complement our voice recording solutions, we also offer a range of Value Added Services for tailored integration with your in-house processes and systems.

Screen Recording

As well as recording the voice we can also record an agent's computer screen. Every key sequence and mouse movement is recorded along with the audio. This provides management with a complete overview of your customer's experience with voice and screen fully synchronised.

Quality Monitoring and Performance Analysis

Every contact centre has a requirement to evaluate the ability of its agents, providing a level of quality and service to meet and ultimately exceed both organisational and customer expectation. When combining call recordings, call handling statistics and details of a call's outcome we are able to measure quality and performance against predefined metrics and competency benchmarks. This enables planning for development and will directly impact your productivity.

Application Programming Interface (API)

API's allow integration with in-house databases and CRM solutions. This allows the free flow of information between the systems, providing a far more efficient means of accessing those all important recordings. This is also known as Transaction Linking.

Playback

Two methods are used for playback to accommodate both PC-based server access via a local area network, or web-based browser access (e.g. Internet Explorer) where recordings can be accessed from anywhere in the world.

Voice Over Internet Protocol (VOIP)

The latest generation of Telephony is VOIP and as a recording supplier we have the technology to record these switches. Unlike traditional recorders, this is a software solution that utilises standard servers and storage facilities already in use within your operation.



Security and Legality of Recordings

Any system must ensure only authorised personnel have access to recordings, normally achieved by use of user name and password. It is imperative that any recording solution can prove when recordings have been tampered with, especially if required for use by a court of law.



For further information or a demonstration of our complete product range, please contact ComputerTel:

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