

CALL RECORDING



For many organisations the ability to retain an accurate record of what was said during a telephone conversation is essential to help improve customer service, resolve disputes, train staff, comply with quality standards such as ISO 9000, and to meet certain industry regulatory requirements.

In contact centres, call recordings can help managers assess the performance of individual agents or supervisors, groups or even the entire contact centre. By identifying trends and comparing behaviour, managers can proactively respond to areas that need attention quickly and efficiently.

Toshiba provides a choice of call recording options that will allow your organisation to record, archive and retrieve both in and outbound calls effectively and securely. Easy to set-up and use, you can choose the option that is right for your business today, confident that it will still be suitable in the future as the needs of your business change.

Key benefits:

- » Retain a record of exactly what was said, when and by whom, to effectively resolve customer disputes.
- » Provide valuable information for staff training, showing examples of good and bad call handling.
- » Enhance customer service by identifying staff that require additional training.
- » Record telephone orders to ensure the validity of order and delivery information.
- » Modular and flexible options available, allowing you to grow the solution as the needs of your organisation change.
- » Easy to use configuration, operation and archiving, ensuring you can easily find what you're looking for.

Features:

- » Line or extension recording.
- » Analogue or Digital (BRI/PRI-ISDN) multi-channel voice recording and logging.
- » Mixed-mode line configurations (analogue and digital) supported in a single system.
- » From 2 to 64 ports per system.
- » Unlimited multi-system expansion.
- » Superior voice recording quality.
- » Storage at 64, 36, 25, 18, 13 and 9 kbits/s.
- » Encrypted and access secured voice file storage and playback.
- » Fully configurable recording parameters.
- » Automatic labelling of time, date, call duration dialled and identified telephone numbers.
- » Built-in Phone Book with import facility for your relational database:
 - » Import your own relation and address database records.
 - » Caller Line Identification (CLI) and dialled numbers are automatically cross-linked.
 - » Extra notes can be added.
- » Sort and search on:
 - » Date and Time (period).
 - » Duration (length).
 - » Port (extension or CO lines).
 - » Outbound or Inbound calls.
 - » Telephone numbers.
 - » Remarks and Markers.
- » Local and/or LAN/WAN call playback and monitoring.
- » Advanced User, Application and Security/Access management.
- » Automatic multiple hard disk content and capacity management.
- » Extensive search, Filter and Storage marking capabilities.
- » Call Archiving option for Voice Recording Warehousing and Archive Management and Retrieval.
- » Customised client tools development.
- » Voice over IP (VoIP) real-time listening and monitoring.
- » Automatic processing of CLI, linking with database information.
- » Incoming and/or recordings with outgoing min and max, recording duration.
- » Lossless, near lossless and lossy-compressed models supported.
- » Voice or line activated recording.
- » Up to four hard drives individually configurable.
- » Hardware expansion is easily installed.
- » Embedded proprietary signal and data processors to relieve host CPU from hardware and media related tasks.