CLOUD CALL RECORDING

> PRODUCT OVERVIEW

> THE BENEFITS

> HOW IT WORKS

Find out how Cloud Call Recording from TeleWare could help increase productivity, improve employee engagement and meet regulatory requirements

PRODUCT
OVERVIEW

CLOUD CALL RECORDING FROM TELEWARE ENABLES BUSINESSES TO RECORD INBOUND AND OUTBOUND CALLS.

Cloud Call Recording from TeleWare is part of our wider recording solution, which includes mobile and Skype for Business call recording.

There are many benefits available to businesses who use TeleWare's Cloud Call Recording solution. For businesses regulated by the Financial Conduct Authority (FCA), Dodd Frank or other international regulators, Cloud Call Recording provides the ability to securely record and store all calls.

Cloud Call Recording benefits extend way beyond Financial Services though, with a wide variety of businesses using the technology to help improve business performance. Examples include:

GENERAL
> To set up temporary call centres
> Liability protection
> Dispute resolution
> Employee evaluation, training and quality management
> Recording verbal agreements

LEGAL
> Tracking billable hours for legal professionals
> Client recording during discovery process

HEALTHCARE
> Tracking response times
> Monitoring vital telephone based patient interactions and decisions that affect patient care
> Helping ensure patient privacy

TeleWare's Cloud Call Recording solution enables your business to record both inbound and outbound calls. Whether the need to record calls is for training, compliance, governance or productivity purposes, TeleWare has a range of user friendly solutions that are easy to use and recordings are simple to manage and access using the TeleWare Call Recording Interface

FEATURES
AND BENEFITS

RECORD ALL
> All inbound and outbound calls recorded.
> This meets FCA regulatory requirements.

ON DEMAND CALL RECORDING
> Users with this functionality can choose which calls to record, meaning that important information is never missed and a record of all important conversations can be kept.
> Users can choose to record the call whenever they wish, either before or during the call. The user simply presses the * key at any point during the call, the whole call is recorded and then sent to the user's chosen email address.
> This option is not suitable for regulated businesses.

SIMPLE AND QUICK TO DEPLOY
> Integrates with existing telephony systems.
> Can be deployed across multiple sites.
> Existing equipment does not need upgrading, so no significant upfront investment required.
> Simple pricing model that allows users to be added/ removed as required.

SECURE CLOUD STORAGE
> Stored in the TeleWare cloud with ISO27001 certification.
> Supports business continuity planning as data is stored securely off-site.

SECURITY OPTIONS AVAILABLE
There are different security options available to meet business requirements:
> Secure, tamper evident recording to meet FCA and other regulatory requirements.
> Encrypted recording for additional security and peace of mind.

EXTENDED CALL RECORDING
> Call recording can be extended to cover different locations and devices. This supports Mobile Working Practices.

INTERACTIVE WEB BASED PORTAL
> Interactive web based portal for recording retrieval, replay and archiving.
> Easy to access, use and manage, so reducing administration time and resource.

STORAGE OPTIONS
> Flexible storage options depending on business requirement, including the ability to store calls indefinitely.
> Litigation hold options available.

AUTOMATIC DELETION
> Recordings are automatically deleted at the end of the defined storage period.

STEREO RECORDING
> Each party on the call is recorded individually for improved analytics.

REPORTING SERVICES
> Reports on usage, administration and compliance are available, including workflow management and audit trails.
> Scheduled reporting can be instigated.
> Bespoke reports are available on request.

HOW IT WORKS

TeleWare's Cloud Call Recording solution can be deployed across distributed architecture and multi-site networks to provide common capabilities, irrespective of location or the on-site infrastructure. There are two options available for deployment:

TELEPHONY SYSTEM INTEGRATION USING SESSION INTERNET PROTOCOL (SIP) TRUNK TECHNOLOGY:

TeleWare can connect directly into the Private Branch Exchange (PBX). This helps to ensure that all inbound and outbound calls are routed through the TeleWare cloud for recording and storage.

NON TELEPHONY SYSTEM INTEGRATION:

This flexible solution can be installed quickly, without the need for direct integration with any on-site infrastructure. To activate outbound call recording, users dial an entry number and follow a series of prompts, calls are then routed through the TeleWare cloud for recording and storage. All inbound calls are automatically routed through the TeleWare cloud for recording and storage.

Call recordings are available for retrieval and reply via the TeleWare Call Recording Interface.
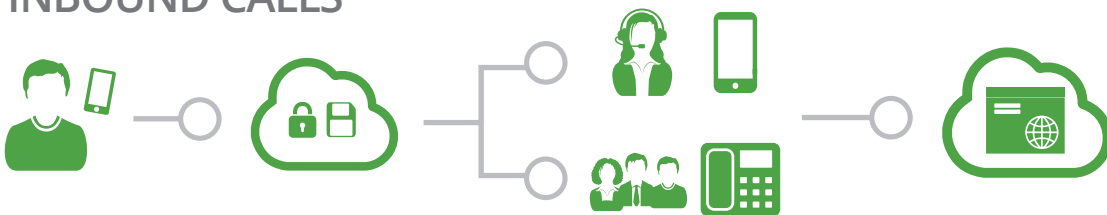
OUTBOUND CALLS

1. User makes a call.

2. Call is initiated using a device or through the TeleWare Web Portal.

3. Call is passed into the TeleWare cloud and recorded.

4. Call is received.

5. The recorded call is securely stored in the TeleWare cloud. The recording is then available for retrieval and replay via the TeleWare Call Recording Web Interface.

INBOUND CALLS

1. Call is made to business.

2. Call is passed into the TeleWare cloud and recorded.

3. Call is received by relevant person or department.

4. The recorded call is securely stored in the TeleWare cloud. The recording is then available for retrieval and replay via the TeleWare Call Recording Web Interface.

To find out more about how TeleWare can help your business discover, connect and grow, contact our Think Beyond team today:

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