

# Call Recording

## SEAMLESS. SECURE. COMPLIANT

Cloud-based Call Recording eliminates the need for on-site hardware and inflexible service contracts. Utilize audio interaction analysis, and quickly pull your entire organization into compliance.

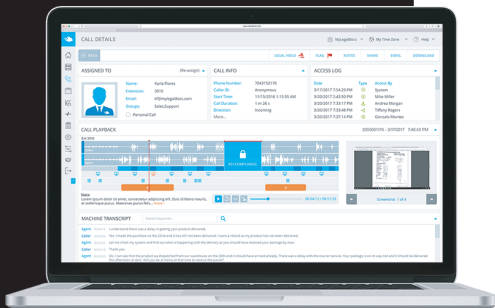


### Telesystem Call Recording

Whether calls need to be recorded for staff training, dispute resolution, compliance or security reasons, Telesystem provides complete flexibility and scalability without sacrificing affordability. Our solution integrates seamlessly with your Telesystem phone system or Microsoft Teams application and abides by global regulatory compliances.

Whether you have one location with five extensions or a nationwide infrastructure with multiple branches and millions of calls, our compliant call recording solution can do the job.

Our Analytics add-on allows your business to gather insight on customer experiences and agent interactions through call data, user performance and content driven data. Provide accountability and compliance for your customers, as well as invaluable knowledge for your support staff.



#### Integrated Call Recording

Easily connect your Telesystem phone system to the call recording service for one or all lines. No additional hardware necessary. Securely capture and store all calls made from your desk phone or phone apps.



#### Compliant, Secure + Redundant

Global regulatory compliance with: HIPAA, GDPR, PCI DDS, MiFID II, DFA, MADII, ESMA, UK FCA, US FTC, SOC, FICA, POPI & FAIS - plus redundancy and 256-Bit AES encryption. Automatically detect and remove credit card, social security, phone numbers and more from recordings and transcripts.



#### Cost Savings

Fully run and stored in the cloud, providing flexibility and scalability while eliminating the cost and burden of traditional on-site hardware systems. All upgrades and maintenance are included in the service, which also helps to free up IT resources.



#### Pay-as-you-Grow Storage Options

Choose a storage plan that meets your business goals. Start with the basic 30-day storage option, or add easy-to-scale storage options that save recordings in the cloud indefinitely.



#### Maximum Speed + Throughput

Our call recording platform resides in a high-speed network of data centers, making it a true cloud technology, which can provide unlimited bandwidth and storage for our customers and partners to optimize their experience.



#### Communication Insights

Recorded calls can be automated for Caller Sentiment, Content, Communication Method and many other key performance indicators, allowing your organization to better understand your customer experience.



#### Analytics Add-On

Intelligently monitor calls to detect trends and institute quality measures:

- Transcribes (speech to text) calls
- Caller sentiment (good/bad/neutral tone)
- Key word and phrase search ("cancel service" etc)
- Reporting
- Automatic PCI redaction



#### Microsoft Teams Compatible

Deploy Call Recording and Analytics on your existing Microsoft Teams application to record, monitor, and analyze your calls. Convert call audio from a pile of unruly data into a vital resource you'll use to detect trends and institute quality measures.