

Call Recording. It all makes perfect Sense.



Call Recording

Whether it's for training, supervision, improving customer service or resolving disputes, call recording is no longer the preserve of the financial sector, it's good business practice for us all.

Line-side or Extension-side?

There are two approaches to call recording: extension-side recording and line-side recording. So what's the difference? Extension-side recording, as the name suggests, records an extension or a group of extensions. Line-side records activity on your lines rather than your extensions.

What's best for my business?

Line-side is by far the most popular. Connectivity is simpler and most businesses have fewer lines than extensions, it is normally more cost-effective. What's more, most businesses want to capture everything, not just activity relating to a specific extension. Our new line-side call recorder from Re-Tell is one of the most cost-effective systems on the market. It captures all inbound and outbound calls regardless of line type and scales easily to cater for multiple trunks.

- Recordings are compressed and encrypted for legal tamper-proofing
- Playback from any PC on the network
- Records analogue, ISDN2, ISDN30 or a mix of all three line types
- High quality automatic stereo recordings
- Records all designated inbound and outbound traffic
- Scalable from 2 to 100s of lines
- Available as tower or rack-mount chassis
- Up to 100,000 hours recording capacity
- Easy archive and call retrieval
- Compatible with all leading telephone systems.

Integrated with Call Analyser (see over), Call Recorder becomes the fully integrated Call Management Suite, **Sense**.

To find out more about Call Recording equipment call Mother*.

*“Combine with
Call Analyser for
a fully integrated
call management
interface.”*



Why record calls?

1. Monitor abuse
2. Resolve customer disputes
3. Train new staff
4. Clarify misheard instructions
5. Accurate order taking
6. Source lost or misplaced orders
7. Address poor staff attitudes.



Because Mother knows best

Make it your business to find out how your telephone system can improve your bottom-line.



Call Analyser

You can't manage what you can't measure. Make it your business to find out exactly what's going on with Call Analyser from Re-Tell. Call Analyser is compatible with all popular telephone systems. It will monitor your inbound and outbound call traffic continuously and tell you everything you ever wanted to know about what's going on.

Save money, improve productivity and customer service

Call Analyser provides list and graphical call statistic reports based on cost, extension, caller ID, date, time, duration or just about any combination of parameters you can think of. You can even set alarms and triggers to notify you of certain events or when given thresholds are exceeded.

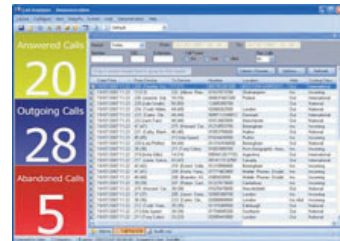
So how will it benefit your business?

- Improve productivity through understanding the impact telecom activity has on the business
- Identify under and over-achieving employees
- Identify expensive international, mobile or premium calls by extension
- Monitor whether calls are answered quickly enough - inbound, outbound and abandoned calls
- Identify whether you have enough capacity for good customer service
- Identify line usage, peak periods, staff shortages and coverage problems
- Trigger alarms or automated emails for missed calls or activity breaches
- Use to improve staff training, compliance or the need to monitor abuse
- Display key performance indicators on an active wall-board for open and presentation
- Improve customer service and reduce costs through effective telecom management.

Call Analyser software is licensed concurrently and can be installed on any PC or wall-board for management or wallboard presentation.

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