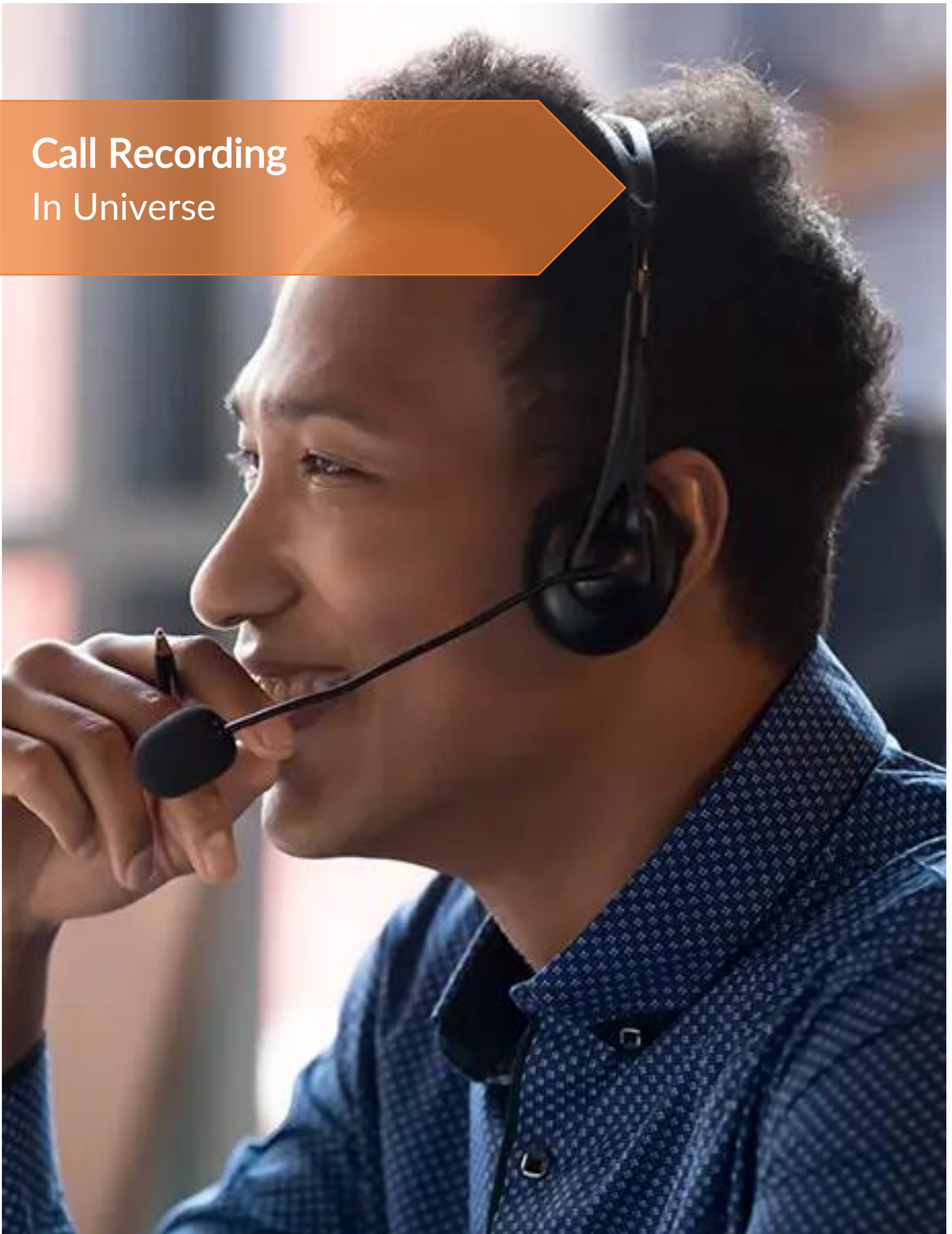


Call Recording In Universe



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Product Sheet

Why is call recording important?

From identifying training needs, improving quality control to gathering customer intelligence, call recording is a powerful tool for call centre managers and businesses alike. Today's cloud-based solutions with features like call recording are no longer confined to companies with big IT budgets. To create a great customer experience and improve employee performance, then Call Recording, available in Firstcom Europe's unified communication product, Universe, is for all sizes of companies.

By recording calls, a company can ensure that information is captured, allowing it to be checked at a later time and enables team leaders to work with their agents to improve their phone answering skills. In the event of dealing with a customer complaint, playing back calls can help you identify where things went wrong and take measures to address this for future interactions.

Knowing what was actually promised on a call by referring to a recording can help protect staff or identify coaching needs to determine if remedial action is needed. Call recording allows effective listening and engagement as teams can fully concentrate on their calls with customers when taking a call, rather than worrying about making notes during the conversation. Call recording and playback means that agents never miss critical details that are given on the call.

Three Call recording options

Firstcom Europe has three different call recording options for its unified communications product, Universe.

- a. Call Recording Pro allows all calls from agents you choose, to be recorded that are only accessible to administrators. It applies regardless of which Universe device (mobile, fixed or computer) is used for calling.
- b. Call Recording on Demand, which is included as standard with a Universe subscription. It allows individual customers to record calls from their business desk phone with the press of a button
- c. Call Recording on IVR, allows calls to be recorded that enter your IVR (Intelligent Voice Routing) facility. This is included in the standard Universe subscription

1. Call Recording Pro - All calls recorded in one place

(i) Record all calls and relevant data from the selected employees or all staff

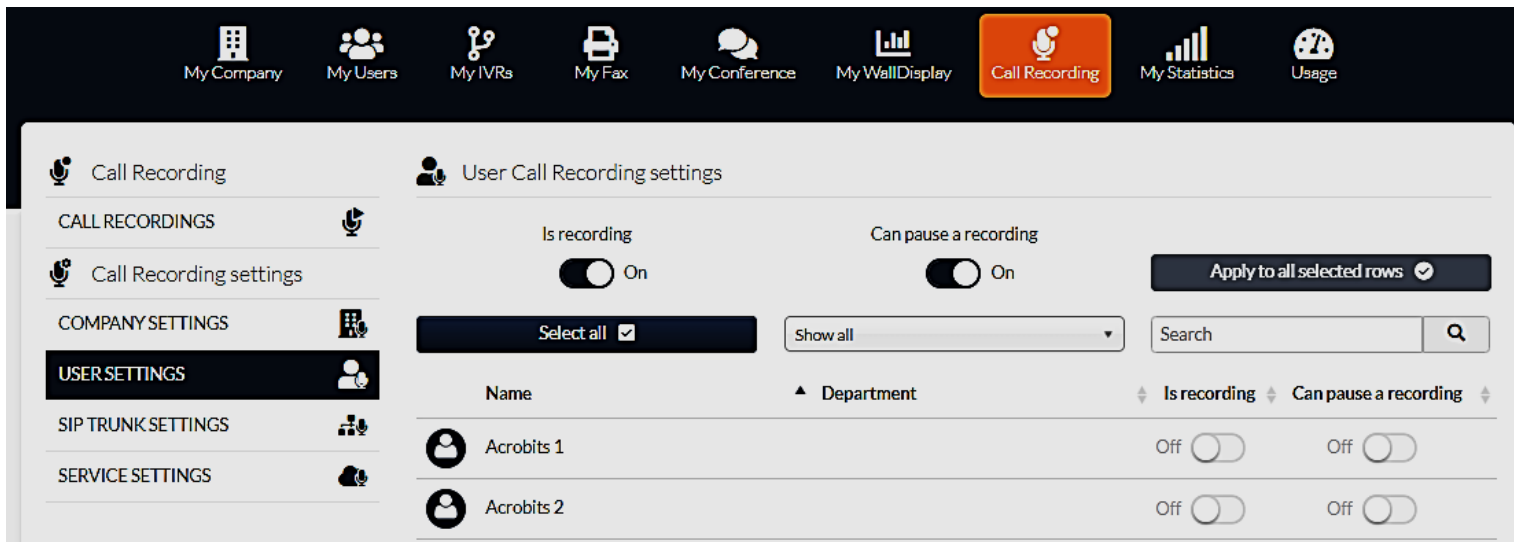
Firstcom also allows all recordings for selected employees to be stored in the one place that only an administrator can access. The employees are selected individually by the system administrator and the recordings are stored in a central location along with relevant information including; originating number, destination number, time and date and duration of call.

(ii) Keep your recordings safe with cloud security

Only qualified staff, who are appointed as administrators, have access to the recordings which are password protected, stored on in the cloud, and encrypted. No need to worry about servers being broken into and recordings being stolen as the call recordings are accessible via a secure web portal.

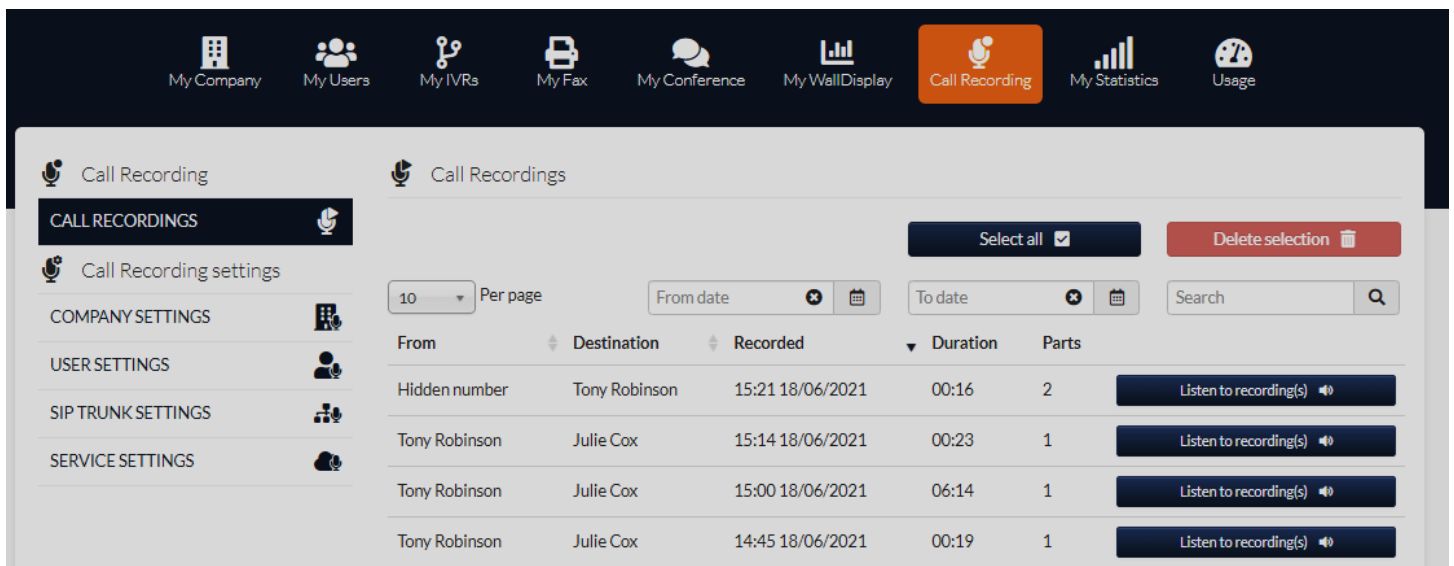
(iii) Easy to set up your users

Selecting whose calls should be recorded and whether each user has the option to pause a recording (for example to take card details) is simple with the administrative interface. By moving the sliders, each user can be set up in seconds



(iv) Intuitive dashboard to play back recordings

Administrators with access to call recording can very quickly and easily identify which calls they want to download and play. Groups of calls can be selected by “From and To” dates. Sorting is possible by caller, called party, date and duration of call. Individual calls can be searched, and wildcards can be used. The intuitive dashboard is simple to use and after a couple of clicks the information needed is at your fingertips.



(v) Simple Storage-based pricing structure with no limits on recorded calls

Universe Call Recording Pro does not dismiss calls once a limit is reached or require you to download them or delete them. It keeps your calls secure and you only pay for the amount of storage you require.

2. Call Recording on Demand - one touch recording on the go

If you are in the middle of a call and decide that you would like to record it, simply select the button on the desk business phone and the call will be recorded. It is stored on your own Universe selfcare facility. Similarly with business phones, just select the record button and your recordings are stored in your own password

protected portal for retrieval when needed. The calling parties name or numbers are recorded as is the time and date of the call and duration. From here calls can be played, downloaded or deleted.

3. Call Recording on IVR - keep track of work group conversations

Universe allows calls to be recorded for work groups on an IVR (Intelligent Voice Routing). It also allows other work groups on the IVR not to be recorded at all, if you choose. Every call going to the specified work groups through the IVR is recorded, regardless of who answers the call, or which device they use to answer the call, including non-Universe numbers such as mobile phones. The recorded calls are only accessible by administrators who may choose to forward the recordings to an email address.

More clever features

Upgrades for all three call recording products; Call Recording Pro, On Demand or On IVR are free and are downloaded on the internet, so you will always have access to the latest version.

Features and Benefits of Universe for Call Recording with Firstcom Europe

FEATURE	BENEFIT
Cloud Based	Calls can be recorded no matter where the agents are located, at home or in the office or elsewhere
Intuitive to operate	The screens are self-explanatory, and the features are easy to use. One touch buttons are used for most functions
Security	All Call Recording Pro recordings are encrypted, stored safely and accessible only by appointed administrators on a secure web portal
Stereo recording	Stereo recording allows each caller to be separated when listening to the playback on Call Recording Pro. This helps to get a clear picture of what each party is saying, particularly when they talk over each other
Choose who you want to record	Choose which agents you want to record with Call Recording Pro and which ones will have the option of switching off the recording
No storage limits	No need to download or delete your recordings to make sure that you don't exceed your quota. You just pay for what you use
Play back the recording in the Call Recording App	No need to download and then save your recordings before you can hear them. They can be accessed within the call recording app within Universe and require only one button to be selected to get started
Advanced search facilities	Quickly find the call(s) you need to listen to. Search and sort according to number, person called, person calling, date and duration of call
Three call recording options	Whether it's a simple call by call requirement for call recording, or recording all the calls in an organization, Firstcom Europe offers a call recording solution that will fit your business

Contact Us

We would be pleased to demonstrate our Call Recording products to you at no charge. Simply make contact and ask for a demonstration, we will set it all up and we would be proud to show you what Universe with Call Recording can do.

Firstcom Europe

Website: www.firstcomeurope.co.uk

Phone: 0333 023 7000 option 3

Email: info@firstcomeurope.co.uk