



RECORDING CALLS JUST BECAME EASIER

BENEFITS

- Improve customer service practices and workforce performance
- Verify sales orders and resolve disputes with recorded interaction details and reports
- Provide evidence for regulatory compliance to protect against potential fines and legal costs
- Establish benchmarks for improving agent skill sets
- Lower your total cost of ownership with a single-vendor all-in-one call recording software solution

Polty's Call Recording is a unified solution for voice recording, quality assessment control, and archiving management.

Trunk Call Recorder includes call recording, analytics, integrated agent performance management, live agent monitoring and training together with agent evaluation and coaching for small to enterprise level users who demand quality and reliability at the best possible price.

Call Recording makes Voice over IP call recording affordable by not requiring proprietary components. Each and every VoIP call is detected and recorded because it uses packet-sniffing technology. Incorporating top-tier, carrier-grade IP call recording technology with any SIP PBX systems and equipment is easy and affordable.

VOICE RECORDING

Polrys Call Recording allows you to tap the VoIP calls over SIP ISDN, and analog calls.

You can configure Call Recording to skip the voice recording of specific calls by defining exclusion lists based on call-dialed numbers.

MANAGING CALL HISTORY

You may search, sort, and filter the recorded calls based on multiple criteria for easy information retrieval.

The recorded calls can be exported to disk or sent to the intended recipient if necessary.

The recorded calls can be played back at your convenience using the default Windows Media Player.

REVIEWING CALL HISTORY

Polrys Call Recording allows you to review the Call History records any time by adding useful information in the specific fields, thus helping you to organize the call records for further reference and analysis.

The following fields are provided for call record reviewing purposes: Agent Name, Follow-up, Category, Call Notes, Tag, and Call Grades.

RESTRICTED ACCESS TO CALL RECORDS

Polrys Call Recording allows you to block the access to the call history records based on a Supervisor user-dialed/ DID phone numbers filter.

This is useful when you need to grant access to certain voice records that shall be reviewed by the allotted supervising person only.



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KEY FEATURES

- Compatible with any type of PBX/ IP-PBX or communication system
- Tap SIP, digital ISDN and analog lines
- Support for up to 5 concurrent Supervisors
- Configurable restriction lists per Supervisor using dialed/ DID numbers
- Restrict call tapping
- Allow call conversation playback only to predefined personnel
- Stamp recording with caller Line Number, Caller ID, DID, and Dialed number information
- Playback/ Export/ Email call records
- Review records by Agent Names, Notes, Risk levels and other specific tags supplied by Supervisor
- No time limit for recording
- Variable number of simultaneously recorded calls configurable by license/ installed recording boards
- Automatic data backup based on predefined schedules

SENDING RECORDING BY EMAIL

Polrys Call Recording can automatically send the voice recordings filtered by either Caller ID or Dialed Numbers to the predefined email recipients as wave file attachments.

DATABASE BACKUP

You to create backups of the call information stored in the database and the related voice recordings using pre-defined schedules. The backups are useful to recover the call history in case of database corruption.

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