

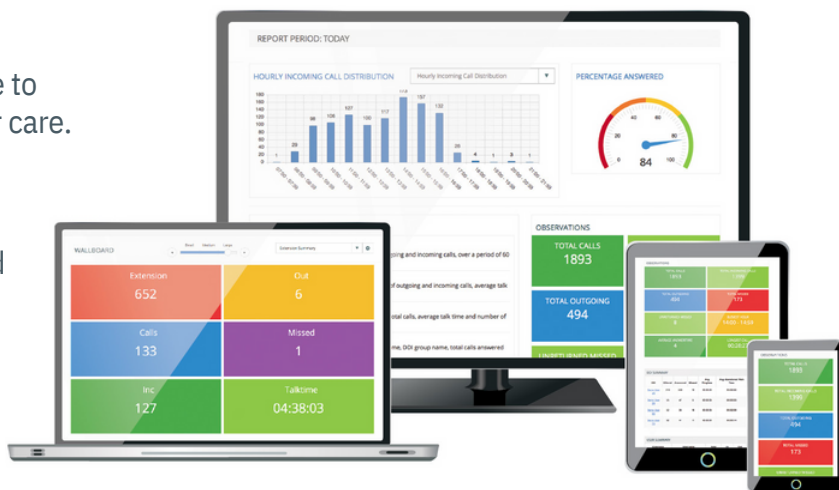
CMC Record

Call Recording

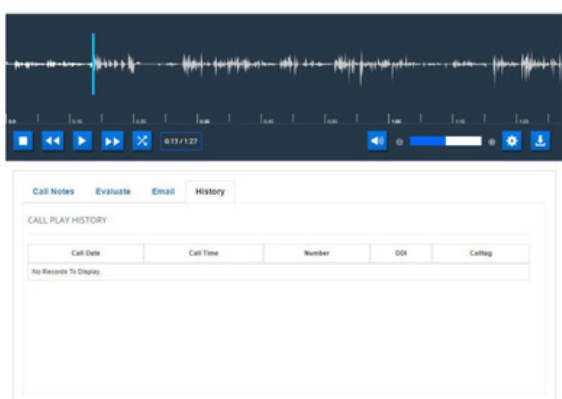
CMC Record delivers cloud call recording with playback, call evaluation, quality monitoring and flexible storage options.

Monitor Call Quality and Staff Performance

- **Monitor call quality** and staff performance to improve company standards and customer care.
- **Resolve** “who said what” disputes.
- **Protect** staff from abuse.
- **Train staff** on call handling techniques and customer interactions to improve performance.
- **Rescue** defecting customers.
- **Reveal** customer service workflow issues.
- **Facilitate** regulatory compliance for industry regulation.
- **Mobile-optimised** software application design facilitates access to business reports whenever and wherever needed.



CALL PLAYER



CALL RECORDINGS

APPLY FILTERS

DETAILS

✓	Date	Time	Extension	User	DDI	Number/Caller ID	Channel	Duration	Call Tag	Flag	Eval	⏮
➤	01 Jun 2016	18:42:55	621	Demo User 21		604		00:48:03		✔	✔	⏮
➤	01 Jun 2016	18:26:12	621	Demo User 21		07736499437		00:00:46		✔	✔	⏮
➤	01 Jun 2016	17:47:22	621	Demo User 21		*791		00:02:51		✔	✔	⏮
➤	01 Jun 2016	17:11:51	585	Demo User 85		01895815665		00:00:20		✔	✔	⏮
➤	01 Jun 2016	17:06:42	618	Demo User 18		601		00:01:54		✔	✔	⏮
➤	01 Jun 2016	15:17:19	621	Demo User 21		02032639678		00:00:07		✔	✔	⏮
✔	01 Jun 2016	12:35:59	586	Demo User 86				00:00:40		✔	✔	⏮
➤	01 Jun 2016	12:35:58	585	Demo User 85		568		00:00:24		✔	✔	⏮
➤	01 Jun 2016	12:35:24	585	Demo User 85		01895815665		00:01:13		✔	✔	⏮
➤	01 Jun 2016	11:34:32	585	Demo User 85		01895815665		00:00:24		✔	✔	⏮
➤	01 Jun 2016	09:41:09	586	Demo User 86		01895815665		00:00:19		✔	✔	⏮

Call Recording

CMC Record feature-rich cloud call recording delivers supervisors and agents the tools they need, whenever they need them.

CMC Record call recording, playback and sharing:

- Record calls to and from licensed extensions, including internal calls, at an unlimited number of sites.
- Store, find, play back, archive and share call recordings.
- Powerful filters to easily locate calls.
- Facilitates call recording compliance.
- Access call recordings anytime, from any device.

CMC Record caters for compliance requirements; PCI DSS, MiFID II and GDPR.

Compliance managers are able to access functionality specifically designed to manage customer data and company policies:

- Policy rule management; select calls to record, CLIs to exclude, add DDIs to a whitelist.
- Delete call recordings and mask associated data.
- Advanced search functionality using filters (call tag, flag and evaluation status).
- Full audit trail of call recording playback.
- Compliance dashboard for key metrics.