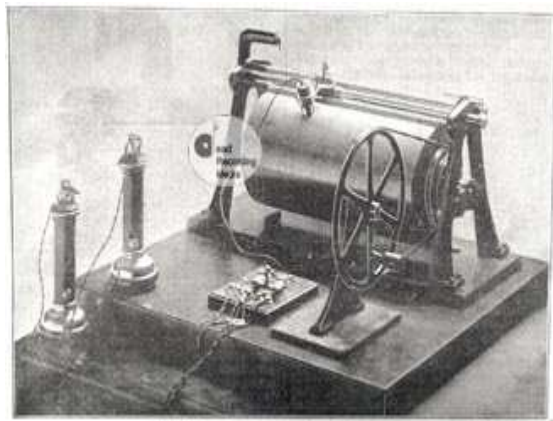


Call Recorder

Record your inbound & outbound calls with ease



In 1900, Valdemar Poulsen patented the Telegraphone, a device to record sound on a steel wire or tape.

Since this time technology has moved on considerably.

The Intouch Advance Call Recorder is a facility that allows you to record your inbound and outbound calls in a flexible, affordable and efficient manner.

- You don't need to install any hardware on site
- There are no maintenance agreements to pay for
- You don't need to worry about making sure calls are always being recorded
- You don't need to worry that the recording media is not corrupted
- You don't have to worry about it being full and unable to continue recording.

What features are available?

- All calls fully recorded.
- Instant retrieval via secure access to a web browser.
- Network based to ensure all calls recorded.
- Flexible storage options, you determine how long recordings are kept for.
- Suitable for inbound and outbound recording.
- High capacity storage in a centralised location.

How does Call Recorder work?

To record your outbound phone calls we will use Carrier Pre Selection to route all your outbound calls, this allows them to be recorded at network level.

There is no delay to the routing of the call and you will also benefit from reduced outbound calling rates too.

To record your inbound calls we will route incoming calls via an 08xx number or one of our geographic number.

The call routes through the call recording platform and is recorded at the network level. The recording is then immediately available to you.

You can then take advantage of any of our inbound routing products to further enhance the way you handle inbound calls.

What benefits do I get from Call Recorder?

- No maintenance contracts or costs.
- No equipment on site, ideal for disaster recovery situations.
- Reduced capital outlay over hardware equivalent.
- Available over multiple sites / locations / home workers.
- Very quick service set up.
- No training needed on how to use the service.
- No upgrade costs in the future.
- Excess capacity for large call volumes and peak demands.
- Easy to listen to calls online or download them for later analysis.
- Ability to score calls on multiple items to use for training, monitoring, appraisal or disciplinary reasons.
- Very competitive storage charges to keep calls available online.
- Statistics provided so you can monitor call flow and the effectiveness of campaigns you might run.

What exactly is included with Call Recorder?

- A hassle free call recording solution that is seamless and transparent.
- Competitive outbound calling rates which include all ongoing costs for recording.
- Single user access to the secure web site to listen to calls.
- Easy to use website to allow you to search for calls quickly.
- Training on how to use the service.
- Options for how long you want to store calls online for.

Other Inbound Solutions

We also have a variety of other solutions available, including

- *Call Starter,*
- *Net Manager,*
- *Queue Director*
- *Call Recorder*
- *Bespoke call plans are also available.*

To find out more please contact your account manager or call 0844 568 00 00.

Alternatively visit our website at

www.intouchadvance.co.uk



Intouch Advance aim to establish a programme of continuous cost reduction and improved efficiency of Telecommunications Services, whilst setting new standards in customer care and introducing industry leading converged solutions