



Call Record

A cost-effective network solution for comprehensive call data

Growing compliance, liability and security issues have resulted in increasing demand for a cost-effective, full time call recording provision over selective, random or 'on demand' recording capabilities. As legislative responsibilities become more onerous, telecoms professionals are facing greater pressure to prove their compliance on a real time and historic basis. The need to resolve customer complaints expediently is also an added consideration.

Syntec Call Record offers a network based call recording facility which meets operational demands and budgetary constraints. Operating a networked recording solution is becoming increasingly popular with call centres looking to keep a tight rein on hardware costs whilst still maintaining a comprehensive call recording provision.

It provides a reliable and scalable solution with zero capital expenditure. Improved customer dispute resolution, more effective sales training (via play backs) and fully auditable and traceable audio records are also all clear benefits to call centre managers.

Full time call recording has previously been an expensive operational cost, however by utilising a resilient telecommunications network with a web based interface, Syntec removes the need to purchase expensive hardware or settle for poorer quality recording solutions. Call Record monitors and records (inbound and outbound) calls - with the added capacity to cope with home users, branch offices and temporary locations easily - Syntec Call Record is a comprehensive and secure solution.

A cost-effective network solution

Syntec simply records all inbound and outbound calls and calculates charges on a per minute basis. All data is stored on the Syntec network, removing any need to pay for additional archiving capability. Syntec customers benefit by only paying for actual usage, giving a direct correlation between fluctuations in recording levels and monthly charges levied.

Secure access to audio files

Innovative and cutting edge technology is used to record all calls which are then securely archived. Calls can be listened to remotely as well as in the call centre by simply logging into the network via a secure web connection. Call Record incorporates granular level listening permissions, and ensures that individuals only have access to the audio files relevant to their job function. Each time a voice file is accessed, the activity is centrally logged, ensuring all system use is fully auditable. For businesses recording highly sensitive information such as financial and credit details, a comprehensive encryption service is also available on request. This also allows for permissions to apply even on downloaded or copied files.

Easy to use

Usability is a key requirement for busy call centre managers, which is why Call Record is designed to be simple to use and update. A drag and drop interface ensures that recordings are easily managed and permissions settings are created and enforced effortlessly. Records can be searched by a range of criteria including time, user/agent, number dialled and number routed to.



Free storage of recordings

Choosing Syntec means that Call Record customers also benefit from free audio archiving of recordings for up to 12 months with additional storage provided if required. Syntec operates a 'dual archive' system, which means the risk of audio data loss is eradicated.

Recording all calls makes sense. Many businesses have already seen that potential liability issues (within dispute situations) are reduced with easy access to all call data. Additionally, compiling statistics or monitoring customer service levels is also simpler too.

Key features at a glance

- A network solution removes the need for hardware investment
- Secure, permission-based access
- Easy selection, retrieval, play and download of audio files
- Pay as you go price plan
- Multi-site functionality
- Free storage of recordings for a year

Technical specification

- Inbound and outbound
- Secure dual location archive
- Fully integrated with call stats in web browser (IE 5.5+ FireFox 1.5+)
- Searchable on all CDR fields
- wma or gsm encoded for fast download (compatible with windows media player)
- Granular listening permissions system with drag 'n drop interface
- Full logging of recording accesses
- Encrypted version available on request

If you want to discuss your home-worker requirements or request a live demo, simply call our sales team on 0800 091 8003. We're always happy to help.

The Syntec range of fully supported telecoms services also includes the following:

Call control

An all encompassing management system for inbound calls

Call recording

Capture and store inbound and outbound calls on a minimum cost basis

Agent system

Live monitoring of home workers with maximum flexibility

Queue management

A flexible platform for the comprehensive control of call queues

Real-time reporting

Accurate and accessible management information and statistics

Easy integration

A holistic view across previously unconnected telecoms systems

In-call surveys

Capture customer feedback and respond quickly

About Syntec

Syntec UK Ltd is an independent provider of network and telecommunications services for businesses, government, service providers and resellers. Established in 1998, we operate our own switches and transmission equipment via a highly resilient high capacity network. Syntec supports clients across the UK, North America and Europe.