

Hosted Record Feature



Broadband Phone Service Record Feature

Does your business have a need or requirement to record business calls? Consolidated can meet this need without having to purchase special equipment or hire an outside recording company.

We now have the option for customers to record and monitor live calls on their Cisco Broadband Phones.

How It Works

There are two ways you can choose to record your calls — Record Live or On Demand. If you choose the record live feature, all calls to and from your designated phones will be recorded.

A second option to record a call is On Demand. This is an application that is installed on a supervisor's computer. When a call takes place, just press the "save" button and the call will be recorded from the beginning to the end. Even if you push the "save" button a few minutes into the call, the whole call is recorded.

Both options allow you to search for calls by date and time and choose to play the call, email the call or save it as a file on the computer.

Benefits

- No more taking notes. Recording your important calls allows you to keep all the information and review it at any time. Great for board meetings as you can save all the detailed minutes.
- Use recordings for training and quality control. This allows you to make sure your customers are treated the way you want them to be according to company standards. Great for settling customer disputes, no more "he said this" and "I said that," — it's all in the recording.
- Employee monitoring. Make sure your employees are using company property and time according to policies.



- Great for Call Centers
- Record calls and make notes later
- Quality controls
- Works from any location