

MyCalls Call Recording

When it comes to improving how your business operates, call recording software is vital, especially if your company handles a large number of incoming calls. From staff training to enhancing customer service skills, such systems can make the task of increasing productivity, while simultaneously decreasing costs, a breeze.

Record and Retrieve Conversations

This communications solution enables full call-recording capabilities and works brilliantly with a number of telephone systems, including the NEC SV9100, NEC SV8100 and the NEC SL1000. It allows for securely recorded conversations that can be easily and swiftly accessed by supervisors, which can help with training, customer service and resolving any disputes.



Recording calls also means that vital information will not be lost once the receiver has been put down, as it can simply be reviewed at a later time to check any details needed. This will make your company much more reliable and trustworthy for clients and customers alike, no doubt leading to increased business.

Legal Requirement to Record Calls

Call recording technology is easy to install and cost effective once in place, so professionals will be sure of a good deal with one of NEC's products. In a number of industries, it is also a legal requirement to record conversations over the phone, so companies using the equipment and software will be able to remain compliant.

MyCalls Recorder

A simple addition to the Call Manager and Call Centre applications providing full call recording capability. Calls are recorded securely, encrypted and easily accessed via the same single call logging application.

The call recording equipment connects to your telephone lines and delivers the call recordings to a PC via a USB connection. Settings can be configured to exclude certain telephone numbers and/or extensions from the recording process. For instance, you may only want to record the conversations of your sales team.

Conversations can be played back, saved, archived and emailed to colleagues and managers, making the call recorder a superb training and customer service management tool.

Key Benefits

- **Compliance** - Call recording is a mandatory requirement within most FSA or Insurance sectors.
- **Reduced Liability** - A recorded call provides impartial evidence and greatly reduces costs from dispute resolution.
- **Secure Access** - Recording, playback & storage are totally secure with rapid call identification.
- **Improved Training** - Training and performance reviews are far more effective when calls can be listened to and analyzed, consequently improving skills levels within your organization.
- **Conversation Share** - The ability to share a telephone conversation with colleagues so they can capture not just the facts but also the tone and

