

Don't Leave the Success of Your Business to Chance

Recording incoming and outgoing calls within your organisation helps measure the effectiveness of your sales, marketing, and customer service. It can also help comply with regulatory compliance and minimise risk. Temovi Cloud-based Call Recording removes the need for expensive premises-based hardware by capturing and storing both sides of the conversation as it handles the call, allowing you to access and review the recording via the Temovi web portal.

With Call Recording, recordings can be indexed by time, agent/employee, date, group, and a variety of other fields, making for hassle-free, instantaneous record retention, search, and retrieval. This makes reviewing calls simple, letting you easily gain customer insight, improve sales conversion, and increase customer retention.

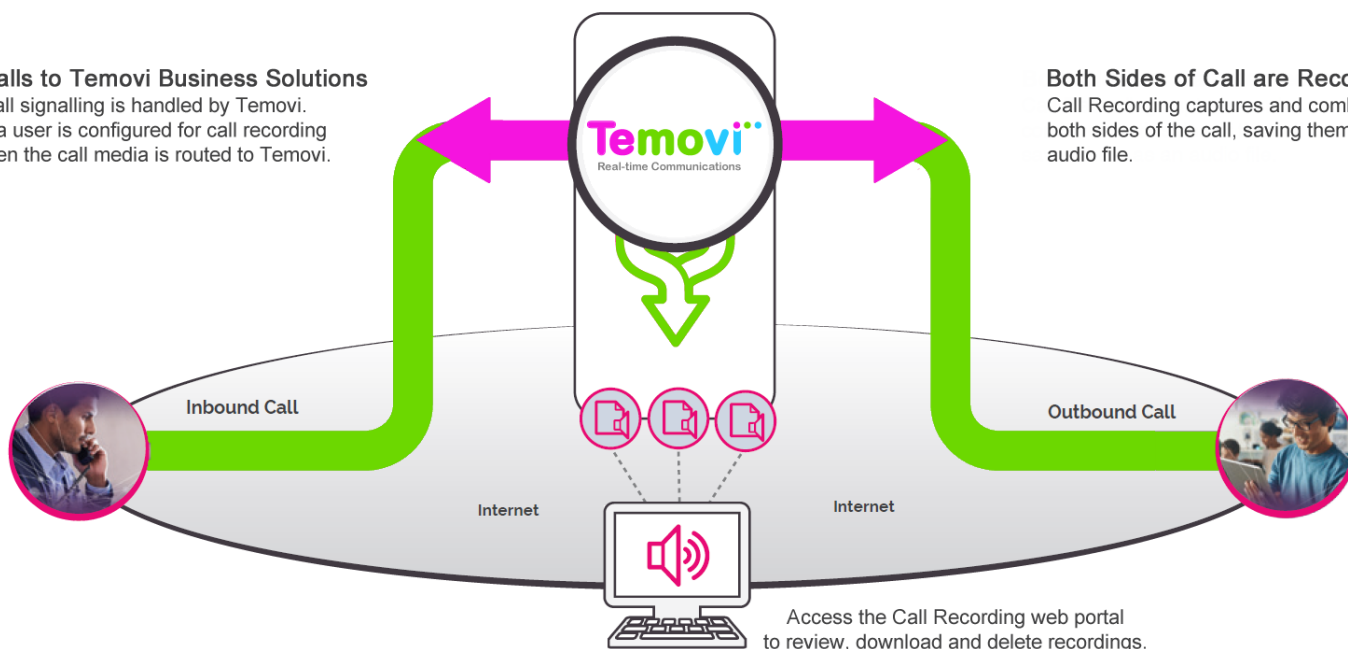


Calls to Temovi Business Solutions

Call signalling is handled by Temovi. If a user is configured for call recording then the call media is routed to Temovi.

Both Sides of Call are Recorded

Call Recording captures and combines both sides of the call, saving them as an audio file.



PCI and FCA Compliant Call Recording

Identity theft is a massive problem in the United States, the United Kingdom, and around the world. In response, the Payment Card Industry (PCI) and the Financial Conduct Authority (FCA) have established clear rules to help assure that critical financial and identification data is protected from menaces both outside and within the enterprise.

Call Recording automatically classifies calls containing sensitive card holder information and provides organizations with three options to help effectively balance their PCI or FCA requirements with liability, quality management and other regulator requirements:

- Delete all call recordings with sensitive information but retain valuable non-sensitive interaction data for reporting and analysis
- Roles-based access to recorded files containing sensitive information
- Agent can pause call recording during the collection of sensitive financial and personal information

Features at a Glance:

- PCI compliant
- Multi-tenancy for hosted
- Mobile Call Recording
- Multi-site call recording
- Mobility support
- Call tagging audit trail
- Multi-criteria searching
- Call exporting
- Auto-delete selective recording
- Look-back call recording
- Fine-grained privileged access
- File management/archiving
- Filtering (IP-DID Range)
- Extension-level call recording
- Automatic call recording
- On-demand recording
- Play, download, or delete recordings
- Create recording campaigns
- Schedule recording times
- Live Monitoring

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS		
	783	2015-04-10	11:53:36	478	aking@genband.com	→	ggoode@genband.com				
	781	2015-04-10	10:49:18	33	stevemed@genband.com	→	+447920567836@genband.com	Steve Medieros			
	780	2015-04-10	10:49:03	15	198.17.84.58		174.99.12.99				
	779	2015-04-10	10:47:47	49	198.17.84.58		174.99.12.99				
	778	2015-04-10	10:44:02	37	stevemed@genband.com	→	stwelsh@genband.com	Steve Medieros			
	782	2015-04-10	10:28:30	2686	aking@genband.com	→	6338@genband.com				
	777	2015-04-10	10:27:51	29	198.17.84.58		174.99.12.99				
	776	2015-04-10	10:27:51	29	kupasewa@genband.com	→	6779758@genband.com	Kurt Pasewaldt			
	773	2015-04-10	09:58:35	850	pkaram@genband.com	→	79700@genband.com	Phil Karam			
	772	2015-04-10	09:01:35	3410	pkaram@genband.com	→	6338@genband.com	Phil Karam			

Call Recording Web Portal – Search

USER ID	USER NAME	LOCAL PARTY	DIRECTION	REMOTE PARTY	ELAPSED	KEEP	DISCARD	MONITOR	STATUS	TAG	LIVE TAGS
2	Ted Stuchberry	inactive		inactive	> 24h	●			-		
3	John Middleton	inactive		inactive	> 24h	●			-		
4	Phil Karam	inactive		inactive	03:18:59	●			-		
5	Howie Frisch	inactive		inactive	00:24	●			-		
6	Trevor Holt	inactive		inactive	> 24h	●			-		
7	Don Fisher	inactive		inactive	> 24h	●			-		
8	Steve Medieros	inactive		inactive	> 24h	●			-		
9	NUVIA Supervisor	inactive		inactive	00:24	●			-		
12	Cristian Constantino	inactive		inactive	> 24h	●			-		
13	John Matuszek	inactive		inactive	00:24	●			-		
14	Kurt Pasewaldt	inactive		inactive	02:25:08	●			-		
15	Berry Bulat	inactive		inactive	> 24h	●			-		
16	Stephen Brown	inactive		inactive	> 24h	●			-		
17	Garth Leach	inactive		inactive	12:50	●			-		
18	John Test	inactive		inactive	> 24h	●			-		

Call Recording
Web Portal –
Live Monitoring

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