



# Call Recording and Quality Management

Unlock a superior customer service experience with a complete suite of quality assurance tools.

Quickly capture, archive, organize and share voice documentation to ensure workforce optimization and uncover opportunities for growth. With UniVoIP's Call Recording feature, call handling performance management and evaluation is made easy.

## Featured Benefits:

- Ensure Adherence to Policy and Procedures
- Reduce Risk Management
- Increase Sales Conversions
- Enhance Regulatory Compliance
- Improve Customer Trust and Loyalty
- Deliver Optimum Customer Experience

Call ID	Time	Dur.	Dir.	Display	Source	Destination	Agent	Rec?	Call Number	Actions
20432537	8/12/14 10:33:10 AM	00:00:25	Inbound	BROADVIEW NTWKS - 2675375000	trunk	6107554162		N	CAS-6QD6KZJQM2U7	<a href="#">View</a>
20431893	8/12/14 10:24:02 AM	00:00:25	Inbound	Schwartz,Blair - 6102799694	trunk	6107554162		N	CAS-6QD67X0C8J8E	<a href="#">View</a>
20430228	8/12/14 10:06:23 AM	00:01:02	Inbound	Reseller Mktg S - 3037226811	trunk	6107554425		N	CAS-6QD5JLLWDNVW	<a href="#">View</a>
20426435	8/12/14 9:29:21 AM	00:01:26	Inbound	TOTAL TELECOM S - 6318151235	trunk	6466196191		Y	CAS-6QD43Q655E8Z	<a href="#">View</a>
20422530	8/12/14 7:53:38 AM	00:00:30	Inbound	HACKENSACK NJ - 2018200770	trunk	6107554425		N	CAS-6QD0DAPMGAEG	<a href="#">View</a>
20420963	8/11/14 6:30:35 PM	00:00:07	Inbound	MAXLIFE - 3056020781	trunk	9738488814		N	CAS-6QC36UCEHVX2	<a href="#">View</a>

## Improved Service Levels and Key Performance Indicators:

The quality management benefit of UniVoIP's Call Recording, improves customer experience by providing valuable insight into all customer interactions. You are instantly enabled to review call-handling performance to ensure best practices are adhered to with each and every call.