



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	View
20431893	8/12/14 10:24:02 AM	00:00:25	Inbound	Schwartz,Blair - 6102799694	trunk	6107554162		N	CAS-6QD67X0C8J8E	View
20430228	8/12/14 10:06:23 AM	00:01:02	Inbound	Reseller Mktg S - 3037226811	trunk	6107554425		N	CAS-6QD5JLLWDNVW	View
20426435	8/12/14 9:29:21 AM	00:01:26	Inbound	TOTAL TELECOM S - 6318151235	trunk	6466196191		Y	CAS-6QD43Q655E8Z	View
20422530	8/12/14 7:53:38 AM	00:00:30	Inbound	HACKENSACK NJ - 2018200770	trunk	6107554425		N	CAS-6QD0DAPMGAEG	View
20420963	8/11/14 6:30:35 PM	00:00:07	Inbound	MAXLIFE - 3056020781	trunk	9738488814		N	CAS-6QC36UCEHVX2	View

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.