



# Call Recording

## Call recording wherever you are – even from your mobile

### What it is

TeleWare Call Recording provides the flexibility to record calls wherever you work. Recordings can be stored and recalled for reference at any time, without the need to purchase and house expensive on-site recording equipment.

### The proposition

TeleWare Call Recording offers true device independence – so you can record your business critical calls on either a landline, IP extension or mobile phone. Most on-site call recording solutions will not handle calls to or from a mobile phone.

### How it works

#### On Demand

Calls can be recorded by pressing the star (\*) key at any point during a telephone conversation and the recording will capture the full telephone call.

#### Record All

Calls are blanket recorded so that all calls are recorded automatically.

Upon completion of a call, the recording is converted into an audio file that can be received via voicemail. It can also be stored and accessed online using the web interface provided.

#### Security Profile Option

Optional Secure and encrypted security profiles include cryptographic signings of recordings, at the point they are recorded, so if the recording is subsequently modified in any way, it will be evident.

Please note that a TeleWare Intelligent Number or IVR solution is needed to use the Call Recording service.

### Key Benefits

Ability to record **incoming and / or out-going calls**

Ability to record calls to or from **any telephone**, including mobile phones

Ideal solution to support staff working from home, **no remote recording equipment needed**

Can be used **selectively** or to **record all calls**

Choice of security levels from standard to a **resilient and secure authentication system**

### Delivery / Upgrade

All applications are scalable and can be integrated into the customer's existing infrastructure or provided as a hosted service on a pay-as-you-go basis.



**intelligent Office**  
Powered by TeleWare

Part of the IO product suite that supports flexible working by improving contact management and office productivity with features such as messaging, call recording and conferencing.

# Features and Benefits of Call Recording

Feature	Description	Benefit
<b>Device and Network Independence</b>	Provides the flexibility to take calls wherever you work, with the added benefit of recording.	Provides peace of mind. Enhance understanding of the customer experience. Help identify staff training needs. An affordable solution that eliminates the need to purchase expensive on-site recording equipment.
<b>Retrieve and Review Recordings</b>	Retrieve and review the contents of previous telephone calls.	Reduces the risk of misinterpreting information from business calls. Helps resolve disputes on a fair basis. Meets compliance requirements even when using a mobile phone.
<b>Collection of Call Recordings</b>	Wav file recordings can be collected either from your email account, from Web Assistant or from our call recording web interface.	Easy to use.
<b>Call Recording</b>	A menu-based access to call recording from the mobile phone (requires Mobile Office).	Call recording on the mobile phone.
<b>Support for Distributed Architecture and Multi-site Networks</b>	The call recording service can be delivered to distributed architecture and multi-site networks ensuring common capabilities, irrespective of location or of the telephony hardware or services at the site.	Considerably reduces the cost of deploying call recording. Flexible solution support both new and traditional architectures with identical capabilities and user interfaces. As new offices or users come online, there are no issues of size limitation imposed by the system
<b>Choice of Security Profiles</b>	Standard, secure or encrypted security options available	Option for a resilient authentication system and secure archiving system that meets FSA requirements.

ps100305

## Web Interface:



## Recordings sent as .wav attachments to your email account:

