



Platinum COMMUNICATION SOLUTIONS

Premium Call Recording Overview

What is Premium Call Recording?

Premium Call Recording solution was built to provide your business with cost-effective, flexible call recording. By implementing a hosted, multi-tenant architecture, Premium Call Recording eliminates your need for a dedicated server, works across multiple service addresses, and allows for flexibility in file retention length and on-demand recording in multiple locations.

What Premium Call Recording does:

- Audio & Video Recording - Premium Call Recording has the ability to record both the call audio and what is displayed on the agent/user's screen during the call for eventual playback.
- Quality Monitoring – Recorded calls can be reviewed to ensure that all calls have been addressed properly and professionally.
- Performance Improvement - Managers can utilize the recordings for coaching and training purposes to improve customer interactions and call resolutions.
- Dispute Resolution– Call recording files can be found quickly and easily. Managers can pull an excerpt of the call with the click of a button.
- Compliance Demonstration– Premium Call Recording makes it easy to confirm that compliance rules have been followed for all interactions.

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Why should you use Premium Call Recording?

For most businesses, good customer interaction and adherence to compliance rules and regulations are vital to sustainability, growth, and profitability. Premium Call Recording makes it easy to ensure that your business is compliant, and that your employees are creating the best customer experience through their interactions. It allows your management to understand what is happening while employees are talking to customers and perform coaching or make changes to processes if necessary. Call Recording reduces the cost and effort involved in dispute resolution, training, and compliance management.

Who can use Premium Call Recording?

Premium Call Recording is ideal for organizations across all verticals and of every size that rely heavily on inbound and outbound calling to interact with their customers. Any organization that relies on phone calls for a major component of its business can benefit greatly from the functionality included in Premium Call Recording. This solution provides exceptional value to organizations that:

- Have multiple locations
- Have a large number of remote agents
- Are heavily regulated and are required to record and store calls
- Need to train their agents and improve customer interactions

How Premium Call Recording is used:

Whether it's for legal reasons, regulatory compliance, or process improvement, companies like yours need to record interactions between their agents and customers.

Premium Call Recording makes the entire process simpler, from implementation to reviewing recordings.

- 1. Premium Call Recording requires minimal configuration, removing the frustration that often comes with installing and integrating hardware.**
A third-party call recording solution requires dedicated hardware or significant configuration to integrate with your existing phone system.
- 2. With Premium Call Recording, your business avoids the struggle of ad-hoc call recording.**
Many third-party systems have restrictions on how long your files can be stored as well as cumbersome requirements for separate locations or distributed workforces.
- 3. Premium Call Recording prevents your business from paying for more than it's actually using.**
Often, third-party call recording solutions charge for all seats, whether or not those seats are being recorded. That means businesses are spending money for services not being used.

Our Premium Call Recording provides:

- Ability to automatically record all calls
- On-demand recording capabilities
- Recorded announcements
- 90 day recording storage
- Admin and user views
- Recording search and retrieval feature
- Full-seat availability

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