

# FLUENCY RECORD



## **Why use a Fluency Recorder?**

The solution provides the capability to capture, store and maintain customer interactions occurring in the organization such as telephone conversations and screen activity over multiple sites with a single point of administration.

### **How does it work?**

Fluency recording module integrates easily into your current voice/data environment and will record calls and business transactions from the agent screen. The Fluency will either connect to your IP LAN/WAN and record voice packets, tap into the ISDN network feed or connect directly to your digital/analogue handsets. Once the recordings are captured, key words or parts of the conversation can be highlighted and sensitive or personal sections can be muted. When listening to calls, managers can build and store simple or comprehensive scoring forms that drill directly into staff weaknesses producing full historical performance data that allows you to improve your business interface and fully comply with legislative requirements.



## **What is Call Recording?**

Call Recording is the ability to record and monitor calls within the business environment and is a critical component of financial services legal compliance and long term staff development as well as delivering constant improvements in customer service. These recordings provide information for dispute resolution, staff performance analysis and verifying transactions. Fluency Call Recording delivers enterprise functionality directly into the SMB sector.

Fluency Call Recording has a platform independent user interface (JAVA) giving easy access to call recording playback, reporting and configuration locally via LAN, or globally via the Internet and advanced voice compression technology minimize the cost of archive storage and ensures swift access to recordings

## Where is Call Recording used?

Call Recording is used in any environment that needs to record calls either for compliance purposes or for business process. With the recent legislation introduced to govern the financial services industry, non-compliance can cost organizations in fines and litigation, increase customer churn and dissatisfaction, expose the company to fraud and potentially damage the business reputation, the ability to monitor, record and playback calls is an essential business tool.

### Examples of where Call Recording is used:

- Any environment where the customer is required by law to record calls.
- Any environment where a misunderstanding during call transactions could result in expensive litigation or heavy financial punishment.
- With e-disclosure becoming increasingly important, call recording is the next pro-active step towards legal protection of both the organization & the caller.

- Call recording can raise awareness of what is said and to whom, providing a robust audit trail if needed, and admissible court evidence.
- Staff churn or turnover can be extremely costly within many organizations- call recording can empower and motivate staff through the quality monitoring feature as well as provide a consistent and accurate record of staff performance for appraisal and training purposes.
- Improve customer satisfaction- another feature of having the ability to record calls is not only to measure agent / staff performance but also ensure they are following company practice and agent effectiveness.
- Companies who accept a verbal response as order acceptance / confirmation.
- Information recall and verification.
- Customer dispute resolution.



## Features

- Record VoIP or TDM
- Quality monitoring allows extensive staff scoring and business reporting.
- Screen capture provides staff desktop activity as well as voice recording
- Customizable and easy to use reporting
- Comprehensive search criteria make it easy and quick to locate, listen to and export recorded calls.
- Add notes to recordings or suppress personal information such as credit card numbers

## Benefits

- Enhances Service Delivery through training and measurement of staff
- Reduces possibility of high cost litigation as all calls can be recorded and played back.
- Creates a formal discussion policy both internally and with Clients as communication "misunderstandings" are avoided.
- Formal appraisal and performance measurement through quality monitoring and scoring
- Peace of mind data storage on multiple devices

## Technical specification

- VoIP Interception/Delivery: Varies depending on RTP media compression and method of delivery/acquisition
- Digital set tap or passive digital trunk interface
- Master/slave multi-site support environment
- Combine TDM and VoIP recordings
- Record PBX platforms simultaneously
- Built in archiving licence
- Controlled access through security profiles
- Flexible voice compression offering a choice of G711, G726 or G729 protocols

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