VOCAL IP

CALL RECORDING

Call Recording - Enhance Insights, Ensure Accountability

OVERVIEW

Vocal IP's Call Recording service is fully integrated into the Vocal IP platform. Ideal for call centers, healthcare companies, financial services and law firms and any other company with a necessity to record its calls. Call Recordings provide businesses with a clear view of customer & vendor interactions, helping them to identify areas of improvement and opportunities for growth & accomplish searchability, accountability and complaince.

FEATURES

Always On
Record all incoming and outgoing calls for any extension, speech-to-text transcriptions

Cloud Service
Works with any IP phone, WebEx, or MS Teams integrated Hosted Seat

Accessibility Through Web Portal
Access call recording from anywhere using the Vocal IP secure web portal

API Integrations
Place call recordings and transcription inside the applications you are using

Extendable Cloud Storage
90 Day Call Recording storage with Basic Plan. Extended storage plans available

Encryption and Security
Call Recordings are stored in secure complaint Private Cloud or AWS to satisfy the most stringent compliance requirements

INTEGRATIONS AND ADD-ONS

Integrations
✔ When used with Vocal IP's Salesforce connector, links to call recordings are inserted directly into call activity records
✔ Integrates with any software using REST API – on-demand integration available
✔ Call Recordings can be transferred to a variety of Natural Language Processing (NLP) and Sentiment Analysis tools via APIs
✔ Use Zapier to build your own integrated workflow for call recordings

Speech-to-Text Transcription	
✔ Highest Accuracy – 96%	✔ Voice Mail Transcription
✔ Call Recording Transcription	✔ 6 languages supported
✔ Redaction available	

BENEFITS

Verifiable Record of Interactions
✔ Resolving disputes
✔ Handling complaints
✔ Addressing potential liabilities

Quality Assurance and Training
✔ Assessment of the quality of customer interactions
✔ Identifying areas for improvement
✔ Enhancing customer service delivery

Performance Evaluation
✔ Communication skills
✔ Adherence to policies
✔ Overall professionalism

Customer Insights and Analytics
✔ Gain valuable insights into customer preferences, needs, and pain points