

CALL RECORDING & QUALITY ASSURANCE

Call recording is essential for many organizations in the financial, insurance, public safety, healthcare, law, transportation, utility, government and telecommunications sectors. If you're engaged in financial transactions on the phone or fielding customer service calls, not having a secure record of customer agreements could expose you to potential liability issues. In heavily-regulated industries, you need to keep records of interactions to ensure that employees are following compliance procedures and to use as evidence when disputes arise. For call centers, not having a quality assurance program means you don't know how employees are treating customers and you have no mechanism for review.

IMPROVE CUSTOMER SATISFACTION, TRAIN EMPLOYEES & REDUCE LIABILITY

Micro Strategies' call recording offerings integrate with your organization's existing systems. From voice call tracking and integrated management systems to reporting and analytics, our team of experts implement and support cloud-based or on premise options that are fully-secured and resilient. Record every call and transform customer interactions into usable data. Quickly search that data to prove compliance, settle disputes and mitigate risk.



CALL CAPTURE

Record all calls to comply with industry regulation and business rules



EFFICIENT SEARCHING

Find recordings and data quickly and easily



SECURE STORAGE

Store each interaction securely to protect private information and meet mandatory regulations

BENEFITS

- > Maintain compliance
- > Reduce liability
- > Increase business security
- > Hold productive performance reviews

