



PINNACLE TELECOM



PINNACLE TELECOM'S CALL RECORDING AND QUALITY MANAGEMENT SUITE

PINNACLE HAS A COMPLIANCE CALL RECORDING AND QUALITY MANAGEMENT SOLUTION FOR YOUR COMMUNICATIONS NEEDS

Hundreds of companies worldwide rely on the same system Pinnacle provides to optimize business processes, resolve customer disputes, comply with regulatory requirements, and increase productivity. Pinnacle Call Recording is ideal for managing contact-center environments and recording general business conversations for compliance, legal protection, and quality management.

Pinnacle solutions portfolio is based on an innovative call recording architecture, offering advanced contact-center functionality such as call recording, live monitoring, reporting, quality management and speech analytics.

BENEFITS:

- ▶ Enhance customer service and agents' productivity
- ▶ Improve operational efficiency and sales process
- ▶ Resolve disputes quickly
- ▶ Increase security
- ▶ Minimize liability
- ▶ Improve marketing and business intelligence
- ▶ Comply with legal requirements
- ▶ Scales to meet your business needs



Pinnacle Telecom

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CALL RECORDING

WEB-BASED USER INTERFACE

Access call recordings anytime, anywhere with Pinnacle's intuitive, user-friendly Web interface - no desktop software needed.

INTUITIVE CALL SEARCH AND PLAYBACK

Search millions of calls by any parameter, quickly and easily - e.g., date, time, caller/callee number, agent's name - or simply type in a search term. Playback is available right in the browser window.

MULTIPLE RECORDING OPTIONS

Record all calls automatically. Select calls to be recorded based on rules or specific criteria.

LOOK BACK TECHNOLOGY

Record conversations from the very beginning, even with calls that are already in progress. With Pinnacle's Look Back feature, you won't miss a single word.

CENTRALIZED MULTI-SITE CALL RECORDING

Record and access calls made to and from multiple locations/branches.

ENCRYPTION AND ADVANCED SECURITY

Ensure the highest security standards, with Pinnacle's 256-bit AES file encryption and secure access to call recordings via SSL/HTTPS connection.

INDUSTRY LEADING SCALABILITY

Pinnacle Call Recording easily scales from a few phones to thousands. Pinnacle offers industry-leading performance and reliability regardless of the size of your business.

FINE-GRAINED PRIVILEGED ACCESS

Customize roles and define user rights, such as playback, live monitoring, administration, and resources access.

REPORTING

Generate statistics for calls, days, groups, users, agents' performance and more with Pinnacle's comprehensive reporting features.

LIVE MONITORING

Monitor employees' calls in real time to guide and support agents to deliver optimum customer service.

