

# ITSFiber Business Call Recording



## Affordable and Easy-to-Use Call-Recording Software Ever

**ITS Fiber Call Recording** feature is powered by OrecX and is a fully-featured 100 percent recording solution for compliance and risk management. As an add-on to our Cloud Voice and Hosted PBX phone system, our Call Recording product includes all of the capabilities you need, at a price you can afford.

### Call Recording Features

- **Affordable** — Reasonable monthly fee compared to many competing solutions.
- **Easy** — Simple to learn and use.
- **Flexible** — Priced per extension so you only pay for phones you where you need recording.
- **Web-Based Portal** — Get access to monitor or manage recording anywhere.
- **Reporting** — Detailed reporting to assist managers.
- **Personalized Recordings** — Recordings can be indexed by time, agent/employee, date, group, and a variety of other fields.
- **Live Monitoring** — Track calls in real time to quickly intervene or respond to customer concerns and disputes.
- **Easy Storage** — Call files are stored in the cloud and can be accessed for later reference.
- **Multi-Criteria Search** — Ability to perform multi-criteria searches to find precisely which calls you need for compliance, training or sales trends.

### BUSINESS REASONS FOR CALL RECORDING - Based on Industry feedback

- Ensure top quality service, assess agents
- Dispute resolution/risk management protection
- Training/coaching/development
- Compliance - regulatory or internal processes
- Order verification
- Sales performance optimization
- Staff motivation, incentivizing
- Product development ideas
- Identify process/system breakdowns
- Note taking support so nothing is missed
- Understand customer needs
- Informed decision making
- Branding/marketing/voice of the customer (VOC)
- Customer protection



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