

YipTel Call Recording



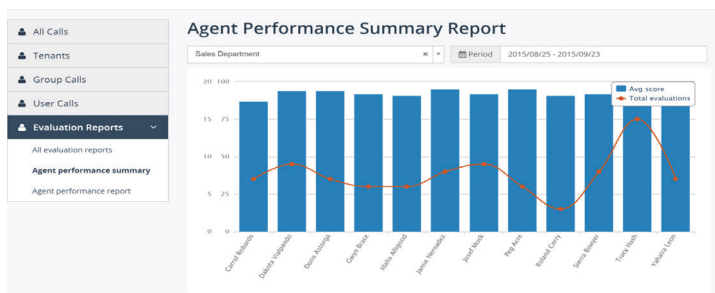
YipTel Call Recording delivers a portfolio of recording solutions and powerful tools to help you manage your business.

KEY BENEFITS

- Enhance customer service and agents' productivity
- Improve operational efficiency and process
- Resolve disputes quickly
- Increase security
- Minimize liability
- Comply with legal requirements

PRODUCT OFFERING

- Call Recording & Live Monitoring
- Agent Evaluation – Scoring & Reports
- Agent Screen Recording (coming soon)



KEY FEATURES

- Real Time Dashboard
- Web-Based User Interface
- Intuitive Call Search and Playback
- PCI, Sarbanes-Oxley & HIPAA Compliant
- Pause or Stop Recordings
- Audit Log
- Watermarking
- Reporting
- Custom Score Cards
- Take Notes on Calls
- Live Monitoring
- Configurable Archiving
- Disposition Calls
- Mark Calls as Private
- Full Time Recording
- Role or Group Based Security

