

On Demand Call recording

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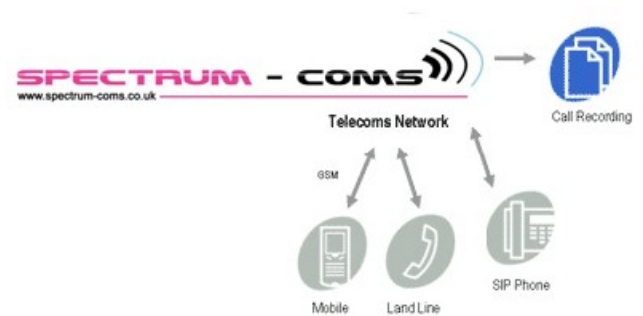
As a large number of business transactions are conducted via a mobile phone, it is vital for your business to ensure that critical conversations are recorded to avoid misinterpretation, which could lead to disputes and loss of revenue. Most on-site call recording solutions will not handle calls to or from a mobile phone.

On Demand Call Recording works in conjunction with intelligent Number to provide the flexibility of being device and network independent, which means you can record conversations from your mobile phone. This option will provide peace of mind and ensure all of the call details are captured for future reference, reducing the risk of misinterpreting information from business calls.

Calls can be recorded by pressing the star (*) key at any point during a telephone conversation and the recording will capture the full telephone call. This can be a very effective tool in situations where you do not have the option to take notes. You could be in the car or on the move.

Upon completion of a call, the recording is converted into an audio file that can be received via voicemail or stored and accessed online using the Web Assistant.

The Hosted On Demand Call Recording service offers true device independence. Record your business critical calls on either landline, IP extension or mobile.



Features and Benefits of On Demand Call Recording, in conjunction with intelligent Number

Feature	Description	Benefit
Device and network independence	Provides the flexibility to take calls wherever you work, with the added benefit of recording.	<ul style="list-style-type: none"> • Provides peace of mind. • Enhance understanding of the customer experience. • Help identify staff training needs. • An affordable solution that eliminates the need to purchase expensive on-site recording equipment.
Retrieve and Review Recordings	Retrieve and review the contents of previous telephone calls.	<ul style="list-style-type: none"> • Reduces the risk of misinterpreting information from business calls. • Helps resolve disputes on a fair basis.

Upgrade Options

This service is part of the suite of hosted business applications and so can be extended with other modules to meet changing business needs.

Easy Access

Recordings can be accessed via a telephone handset, through a graphical interface using Web Assistant or via email.

Pick A Number

You can use an existing number and forward this to a Spectrum Coms Number or you can choose from our range of geographic and non-geographic numbers to suit your target market.

Registration

Status:

Call Routing:

Locations:

Phone number:

Fax number:

Alternative 1:

Alternative 2:

Manage Greetings

Daily Greeting:

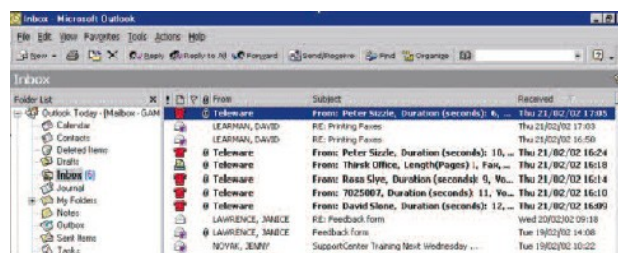
Force Daily Greeting:

Absence Greetings: Start: End:

Generic Greetings:

Voice Signature:

Sender	Date/Time	Length
Richard Spencer mobile	10/01/05 13:22	19
Spencer, Richard	10/01/05 12:52	7
Unknown	10/01/05 12:13	24
Unknown	16/12/04 12:41	30
Johnson, Kevin	26/11/04 10:37	101
Unknown	15/10/04 18:47	65
Unknown	28/07/04 14:02	1



To find out how Spectrum Coms can help your business, please call us on 0845 4508292
Email businessenquiries@spectrum-coms.co.uk

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