



**GLOBALTELECOM**  
In touch with the world



## Network Call Recording

Global Telecom is able to offer your organisation a low cost easy way to use call recording service that have a number of benefits for your company.

Calls are stored within the network and are accessed and managed through an easy-to-use web interface. Records are kept for as long as you need them, ensuring that you can access them at any time. The system also includes extensive tools for assessing and scoring calls, providing managers with an effective way to maintain quality within their teams.

Network Call Recording is fully compliant with FSA (Financial Services Authority) guidelines, giving you the confidence to interact with your customers, while knowing that, should you need to, you have fast and easy access to all your call records.

Each year more and more business sectors are required to keep call records for compliance purposes. Furthermore, in these litigious times, whether you are providing financial services, holidays, or legal advice by phone, it makes sense to keep accurate call records.

Network Call Recording, however, goes beyond the need for compliance and includes highly-featured grading capabilities, allowing you to effectively undertake quality monitoring and staff development. Different levels of access and a comprehensive permissions system enable agents to play back their own calls, while managers can assess the performance of their teams.

No Capital Costs or Installation issues

Low cost deployment with easy to use interface

Best integration and indexing of both dialler information

Optional low-bandwidth screen recording

A network-based call recording solution

Email transfer of call

Call 08000 277 772

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