



OFFICESUITE UC

Quickly and easily record calls with Extension Call Recording

OfficeSuite® Extension Call Recording is a user-friendly recording solution that enables you to record inbound and outbound calls of your choice. This innovative product centralizes extension call recording functions across multiple locations, including various branch offices and remote agents' sites. This valuable service can be used for training, quality control, documenting customer calls, compliance, satisfying business requirements and much more.

OfficeSuite Extension Call Recording

OfficeSuite Extension Call Recording utilizes an intuitive and easy-to-use website where administrators can quickly access and manage searchable recordings, as well as select which phone extensions you'd like to have recorded. This feature provides the unique ability to pre-select which phone numbers you would like to be recording eligible in advance. All extension call recordings are automatically stored in our cloud and can be easily accessed and listened to from the website at any time.

Leverage recorded calls to improve business processes

Create uniformity among employees

Satisfy regulatory compliance requirements

Archive recordings for transaction validation and ongoing employee training

Evaluate employees

Generate revenue by saving lost customers and lost up-sell opportunities

Record individual and conference calls for future transcription purposes

How does OfficeSuite Extension Call Recording deliver on your needs?

Secure cloud storage

Store calls in our secure cloud, which administrators can access via the website to download or listen to anytime. Recordings are stored for 30 days unless moved to the Recording Library.

Call search

Administrators have the ability to easily search recordings based upon a variety of criteria including; inbound caller ID, outbound dialed number, extension recorded, date/time, etc.

Recording suppression

Protect private or financial information by suppressing recording functionality anytime during a recorded call.

Web-based access and management of recordings

Configure recording eligible extensions and manage and access call recordings. You can also search, listen, evaluate and download recordings offline.

Recording library

Up to 5 hours of recorded calls are included. Additional 5 hour blocks can also be purchased.

Call marking

Make segments of recorded calls like formal commitments and purchase authorizations easily accessible for future reference.

No on-premises equipment

Everything is hosted in the cloud, eliminating the need for expensive equipment, storage devices and ongoing maintenance fees.

Evaluation reports

Create custom evaluation forms and listen to recordings, all while you review reports and evaluate employees.

Call recording download options

Download recordings individually, in bulk, or set-up nightly downloads via SFTP.

Encryption Call Recording at Rest

Automatically encrypt all call recordings with AES 256-bit key encryption for an added level of security.

Packages

Mandatory

In order for a call to be recorded, the call must come in on a recording eligible phone number and be answered by a recording eligible extension. Outbound calls can be selectively recorded, offering you the ability to determine which calls you'd like to have recorded.

On Demand

On Demand recording provides the ability for an employee to program a button on their phone to record calls when desired. When the button is pressed and glowing, the recording starts from that moment in time. On Demand works for both inbound and outbound calls.

About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about OfficeSuite Extension Call Recording, visit windstreamenterprise.com

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