



Enable quality assurance with Extension Call Recording and Monitoring

OfficeSuite UC® offers two extension add-on services, Extension Call Recording and Extension Monitoring. These are powerful quality assurance and customer service tools that allow you to record and monitor external calls. These valuable services can be used to help train employees, ensure quality control of customer interactions, comply with state and local regulatory requirements, and much more.

Why OfficeSuite UC Extension Call Recording and Extension Monitoring?

No matter where your employees are located, Extension Monitoring and Extension Call Recording give you a level of interaction and control as if you were sitting right next to them.



Extension Call Recording

Using an intuitive website, administrators can quickly access and manage searchable recordings, as well as select which phone extensions to record. Includes a unique ability to pre-select which phone numbers are recording-eligible in advance. All extension call recordings are automatically stored in our cloud for easy access and playback at any time.



Extension Monitoring

From the dashboard, administrators can see all active monitoring-eligible calls and extensions from one easy panel and quickly engage with those calls as needed. From this panel, the admin can monitor silently, coach and speak directly with your employee, or barge-in to the call and be able to speak with all parties on the call.

How do Extension Call Recording and Extension Monitoring deliver on your needs?

Single management portal

Listen to call recordings, initiate monitoring sessions with extensions, adjust configurations, and move licenses between extensions all from one management portal.

Secure cloud storage

Store calls in our secure cloud; 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

Easily search recordings based on criteria, including inbound caller ID, outbound dialed number, extension recorded and date/time.

Recording suppression

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

Recording Library

Record calls up to 5 hours. Recordings transferred to the Recording Library can be stored indefinitely. Additional 5-hour blocks can be purchased.

Call Marking*

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

No on-premises equipment

Eliminate the need for expensive equipment, storage devices and ongoing maintenance fees when everything is hosted in the cloud.

Monitor/Coach/Barge-In

Administrators can silently Monitor an extension's line, Coach with audio between the Admin and the extension only, or Barge-In with audio to both the extension and the far-end caller.

Evaluations

Create custom evaluation forms to use while listening to recordings and evaluating employee performance.

Call recording download options

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

Encryption call recording at rest

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

*Additional fees may apply

Benefits

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 winning back at-risk customers and following-up on missed up-sell opportunities

Effectively train employees from anywhere

Ensure quality standards are being met

Resolve customer disputes before they escalate

On-board new employees faster

Call Recording Configuration Options

Mandatory

All inbound and outbound calls to and from the recording-eligible extension are recorded.

On Demand

Allows the recording-eligible extension to decide when their inbound and outbound calls are recorded. The user will have a button programmed on their phone that they can use to start and stop recording as needed.

Cloud-enabled connectivity, communications and security—guaranteed.

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

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