



Voice Recording Benefits

- Quality Assurance
- Sales Quantification
- Analytics
- Training and Development
- Agent Compliance
- Security
- Cradle to Grave Coverage
- Seamless Integration
- Recordings at your fingertips
- Simple and Flexible Set-Up

Voice Recording in action...

- Listen to actual calls made by agents to evaluate performance.
- Replay exceptional calls as examples during training sessions. Or play examples of, "what NOT to do".
- Review calls to validate sales quantity or to resolve purported conflict.
- ...All these and so much more!
Contact DATEL today to learn how Voice Recording can revolutionize your company's business processes!

Introducing Voice Recording!

The Voice Recording solution is a simple and affordable way to access the call audio captured by your phone system. Voice Recording allows the user to quickly listen to call recordings, create and assign custom categories, and view extensive call metric data. This feature greatly extends the functionality of the Call SWEET! and Call SWEET! Live platform.

- Use filters to find records according to desired metrics.
- Select, download, and save calls as mp3 files which can then be transferred to various audio devices.
- Enjoy full cradle to grave coverage!

User-Friendly Platform

Simple architecture allows for quick listening to call recordings via an integrated pop-up voice player, or recordings can be compiled into a zip file for review at a later time. Grouping call records by user-defined categories can allow businesses to do anything from rating agent performance to classifying calls by subject. The possibilities are almost limitless.

The Added Value of Accessible Call Audio

Listening to call audio will allow companies to gain insight in a way that reporting alone cannot. Management can ensure agents are complying with company standards by reviewing actual performance samples. The ability to categorize and share recordings with others makes use of the training potential inherent to recorded phone call audio. To enhance security, having records of calls on hand will allow for validation of any claims of misconduct in the unfortunate event that they occur.

Easy to use Audio Player

AgentId:	Ext:	Date/Time:	Length:	Calling:	Called:	Hunt Group:	Direction:	VR Category:	Account Code:
SMITH	2113	1/4/2010 8:05:47 AM	00:00:36	7245557661	2113	2006 - MainBackup	I		
SMITH	2145	1/4/2010 9:40:11 AM	00:04:04	CallID UnAvail	2145				
SMITH	2142	1/4/2010 10:58:36 AM	00:01:17	7245553010	2142				
SMITH	2140	1/4/2010 11:22:58 AM	00:10:42	2395556420	2140				
SMITH	2145	1/4/2010 11:34:03 AM	00:02:42	CallID UnAvail	2145	2006 - Main	I		
SMITH	2142	1/4/2010 12:09:20 PM	00:08:32	4185558314	2142	2006 - Main	I		
SMITH	2142	1/4/2010 2:28:12 PM	00:05:47	6305557638	2142	2006 - Main	I		
SMITH	2145	1/4/2010 2:32:05 PM	00:00:55	4125550584	2145	2006 - Main	I		
SMITH	2136	1/4/2010 2:34:09 PM	00:00:10	3035553901	2136	2006 - Main	I		

The Voice Recording Interface for Call SWEET! and Call SWEET! Live