

# CommsOffice Voice



The leading voice recorder



## Unrivalled recording and reporting features in one package

CommsOffice Voice™ call recording solutions include call management reporting features, a high specification PC/server and unlimited client licences for search and playback.

### Reasons to record calls:

From calls to the emergency services to holiday bookings taken over the phone, voice recordings can protect an organisation from dispute and help it to refine its customer service delivery.

All kinds of businesses and departments are now using call recording. There are many reasons why businesses choose to purchase a phone recording solution. Here are the some key returns on investment (ROI) arguments for you to implement CommsOffice Voice™ solutions:

- Liability: Resolve disputes & protect your business with recorded evidence
- Quality control: Improve employee performance & customer satisfaction
- Security: Detect or deter security breaches & inappropriate calls
- Training: Coach your employees with examples of high & low quality calls
- Marketing data: learn about your customers & their response to marketing campaigns

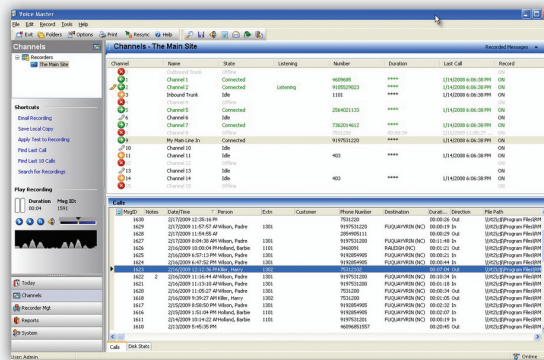
Two of the main reasons for companies investing in recording are dispute resolution and call centre quality and training. Both demand different approaches to voice capture and storage, but both also require users to consider a variety of common factors when planning their voice recording.

Statutory or regulatory imperative is the primary driver of this trend. In the financial sector, for instance, where millions are traded over the phone every day, comprehensive voice

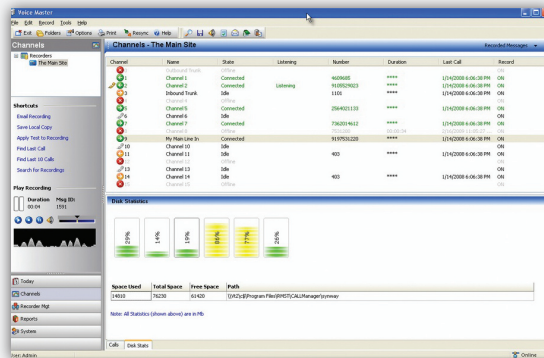
record keeping is now a mandatory requirement; the Financial Services Association demands that voice transactions be as easily recovered and audited as any other kind of electronic record. This means that not only must financial traders employ a "blanket" policy of capturing all voice transactions, both inbound and outbound but they must also be able to accurately recover the records of those transactions in a "reasonable time" and also guarantee their authenticity.

To ensure that the right calls can be recovered in the "reasonable time" demanded by the FSA (typically within two days of it being requested), call logging systems must also be able to apply meaningful data to call records that enable multiple-call transactions to be recovered as a compound record; they must be able to identify all calls made by a given individual; and they must be able to associate voice records with relevant electronic records to provide a complete chain of evidence in the event of an inquiry or dispute.

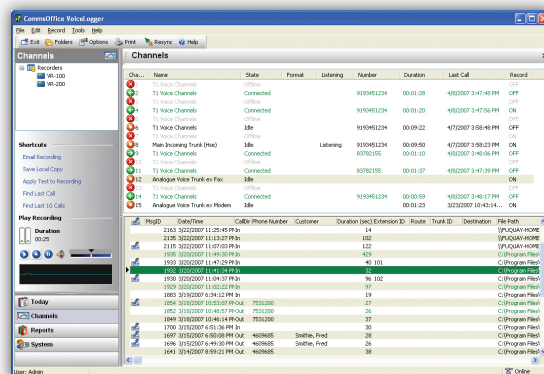
Creating an audit trail for evidential purposes, then, has been the primary focus of voice capture efforts. But many companies are beginning to realise that those voice files contain potentially valuable information about the quality of service that they provide to customers - and how that quality might be improved.



Channels and Calls view



Channels and Disk Usage

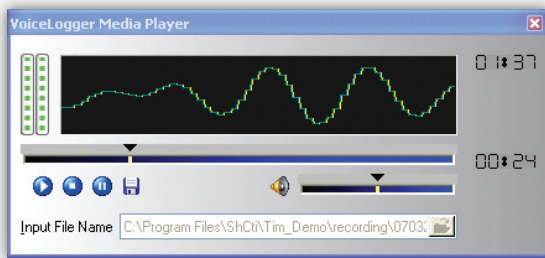


Channels and Notes

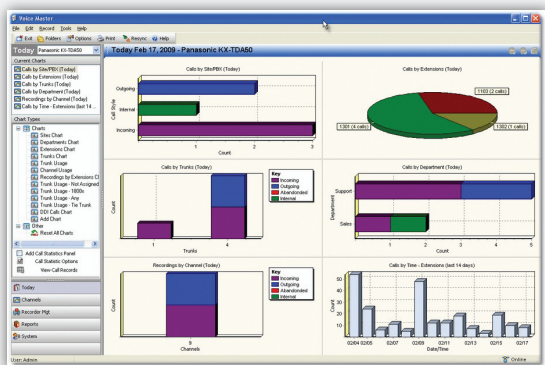
Organisations are beginning to say to themselves, 'If our business hinges on what our agents say to our customers, we'd better make sure that what they are saying is effective'. By sampling calls in real-time and assessing the impact that sales scripts and supporting screen information has at each stage of the sales process, some customers have seen systems pay for themselves in less than 12 months.

**Key Questions to ask yourself with regard to call recording:**

- Does your industry regulator require voice capture?
- Does your organisation achieve significant transaction volumes/value via the telephone?
- Does your organisation offer professional advice over the telephone?
- Are your staff subject to verbal abuse from callers?
- Does your regulator stipulate a minimum retention period for voice/data records?
- What is the maximum time period during which a typical business may be subject to dispute or error checking?
- What proportion of calls received/originated from your organisation carry a risk of dispute and/or statutory record keeping?
- Do you need to practice 'blanket' recording?
- What is the typical length of call likely to be recorded?
- If voice transactions may be used in evidence, can you guarantee voice record quality?
- Does your business/service need online access to voice records?
- What level of legal/commercial risk do unrecorded voice transactions present to your organisation?
- Are voice transactions a significant/growing element of your business processes?
- Can call quality be competitive differentiator?
- Can voice records capture data that would be lost to a conventional online CRM system?



Voice logger



Daily stats

**Typical Requirement**

GP surgeries and medical centres also have to record all 'out of hours' calls.

GP Surgery Recommendations, taken from:

**Raising standards for patients new partnerships, during out of hours care - three year planning guidance.**

1. Are call abandonment rates currently recorded?
2. If yes, what is the %? (no more than 5% should be abandoned)
3. If no, what needs to happen to record this data?
4. Is the length of time to answer call recorded? (no more than 0.1% of calls to receive busy tone, 90% should be answered within 30 seconds and all within 90 seconds.)

5. Are the calls recorded?

**Recommendation 6**

All providers of out of hours services should put in place appropriate systems to avoid call abandonment, time taken to answer the call, call recording and the recording of all clinical consultations'

## CommsOffice Voice™

Whether it is for quality control or security purposes, your recording requirements will be met with **CommsOffice Voice™**.

### CommsOffice Voice™ features:

- Real-time live call monitoring
- Easy search/playback
- Unlimited Remote access program, web browser, or over the phone
- Automatic or on demand recording
- E mail recordings as WAV files
- Quality control score or grade agent performance
- Date/time stamp
- Capture extension, agent, time, caller id, dialed numbers, duration & more
- Manual notes can be added during live call monitoring or when a call completes
- Call reports: wide range of telephony reports
- Play recordings from reports via speaker icons
- Automatic archiving
- 128bit encryption
- PC included

### CommsOffice Voice™ includes these reporting features:

- Microsoft Outlook appearance – familiar & easy to use
- Multi-site capability
- Built-in alarms & fraud prevention to highlight telephone system abuse
- Includes custom build database utilities
- UK & US based support, design & integration

### Also available at extra cost:

- Full call management reporting with wide range of reports as standard
- Integrated ACD Stats available for contact centres or groups of agents
- Desktop wallboard scrolling or tile view of live ACD stats
- Wallboard view on desktop no matter what application you are in

- Tiled call centre view
- Network reports show internet sites visited, e-mail use & user activity
- Web Reporting & monitoring
- Multi-site capability
- Built-in alarms & fraud prevention to highlight telephone system abuse
- Includes custom build database utilities
- UK & US based support, design & integration
- Billing platform through to production of invoice

Want to see these features & many other features for yourself? Call us for more information.

**CommsOffice Voice™** - unique features that protect your business

'I wish to congratulate you on the products that you have just supplied to RG Ford. The **CommsOffice Voice™** recording solution provides me with a total monitoring package for my communications management. I purchased the bundle initially to allow me to internally cost departments and in order to ensure compliance with the new Financial Services Authority regulations.

However, the suite of products has already provided valuable insight into the varying levels of communication skills within my staff team and into the inordinate amount of time that people are spending on the phone to clients using expensive mobile phone tariffs. I have already used the information provided to curb this expense and to train staff on call handling techniques'.

**Giles Ford, MD, RG Ford Group Insurance Brokers Ltd**

### Minimum System Requirements

- All CommsOffice Voice™ recorders are supplied with an application server PC, specification is dependant on recorder type and size
- Internet connection for product updates and maintenance
- CommsOffice Voice™ application server PC will require connections to:
  - Telephone system - IP/USB and or RS232
  - Recorder channels - Parallel NTE (trunk side) or IDF/Patch Panel (extension side)
- A LAN connection will be required to connect any CommsOffice Voice™ clients to access recordings

CommsOffice™ v7.000 Features	CommsOffice™	Professional™	Enterprise™	Voice™
<b>Network/Connectivity:</b>				
Call logging runs as a service	•	•	•	•
Data captured via RS232, IP or Database connection	•	•	•	•
MS SQL Database	•	•	•	•
Multi Site configuration	•	•	•	•
Multi user with security by user or group level	•	•	•	•
Multiple organizations and departments within one site installation	•	•	•	•
Real time call capturing and reporting	•	•	•	•
Split database across multiple machines (large installations)	•	•	•	•
Unlimited Workstation Installations (no additional charge)	•	•	•	•
<b>Some Basics:</b>				
Account codes - forced or simulated (un-forced)	•	•	•	
Add phone numbers associated with account codes for further tracking	•	•	•	
Authorization codes and PIN numbers supported	•	•	•	
Auto discovery of extensions, trunks, pin numbers, acct codes	•	•	•	
Caller ID (if switch enabled)	•	•	•	•
DDI/DID Numbers	•	•	•	•
Hunt groups supported	•	•	•	•
Raw call data is zipped each night for economical storage	•	•	•	•
911/Emergency call monitoring and alarm notification	•	•	•	•
<b>Personal Assistant:</b>				
Contact List displayed by site with type of contact selectable	•	•	•	
Status display of staff/agent by color and icon	•	•	•	
Bubble hint shows on call, CLI, time of call and duration	•	•	•	
User able to change status	•	•	•	
Management option to hide particular staff from the contact list	•	•	•	
Internal chat server with online/offline status	•	•	•	
Central recording of all chat sessions including chat contents	•	•	•	
Transfer files via chat session	•	•	•	
Message system including in-house message center and/or e-mail	•	•	•	
Fast view of staff phone calls, messages and recordings (with VR only)	•	•	•	
<b>CTI Integration (Available in all products – an additional license/module is required):</b>				
Make outbound call from history, keypad or CRM	•	•	•	•
Place call on hold, retrieve and terminate	•	•	•	•
Answer inbound calls with screen pop	•	•	•	•
Answer inbound call with Outlook contacts screen pop	•	•	•	•
Set extension to divert after "N" rings to internal or external number	•	•	•	•
Set extension to DND (Do Not Disturb)	•	•	•	•
Transfer call via announced or blind transfer	•	•	•	•
<b>Voice Recorder:</b>				
Extension or trunk based recording available				•
Recordings can be either birth to death or voice activated				•
Listen in feature – at beginning of call or any other time during recording				•
Recordings can be e-mailed or saved to disk				•
Search for recordings by date, time, duration, channel, extension, notes				•
Search for recordings by person, call style, phone number (whole or partial)				•
Recordings are 128 bit encrypted in one concise file				•
Selectively disable recording on trunks or extensions				•
Block phone numbers (stop viewing records & listening to recordings)				•
Recordings may be flagged as 'at risk'				•

CommsOffice™ v7.000 Features	CommsOffice™	Professional™	Enterprise™	Voice™
<b>Voice Recorder (continued)</b>				
User defined criteria and tests for call grading				•
Application of tests and/or notes to recordings				•
Grade recordings historically or at time of call				•
Real time channel display with CLI, duration and user ID				•
<b>Reporting:</b>				
Ad-hoc report builder			•	•
Canned (pre-defined) call reports	•	•	•	•
Canned (pre-defined) network reports			•	
Customize and/or edit canned (pre-defined) reports and save for future use	•	•	•	•
Report scheduler	•	•	•	•
Report scheduler runs as a service	•	•	•	•
Report to screen, e-mail, file or printer	•	•	•	•
Web reporting	•	•	•	•
<b>Network:</b>				
Alarms customizable by the user	•	•	•	•
Alarm notifications sent via e-mail, user, computer, printer or text message	•	•	•	•
Auto discovery of domain users and computers			•	
Auto updates via internet (with maintenance contract)	•	•	•	•
Call utilities including import, delete, move of call data and recost data	•	•	•	
Error logs sent via e-mail to support department	•	•	•	•
Network monitoring reports available (w/custom install using sniffer)			•	
Rates Management	•	•	•	•
Uplift call cost by extension, trunk, department	•	•	•	•
<b>ACD (Automatic Call Distribution):</b>				
ACD Alarms available (visual and/or audible)		•	•	
ACD Graphs by agent, group or queue		•	•	
ACD Interactive functions (call in progress details)		•	•	
ACD Live statistics		•	•	
Auto Attendant statistics including overflow		•	•	
ACD Wallboards choice of 26 statistics to display		•	•	
ACD List View choice of 26 summary statistics items		•	•	
ACD Logger runs as a Service		•	•	
ACD Reports available		•	•	
ACD Ticker Tape available externally for supervisor monitoring		•	•	
ACD Ticker Tape also available internally		•	•	
ACD Ticker Tape for multiple agents, groups, queues or combination		•	•	
ACD Wallboard view by agent, group and/or queue		•	•	
<b>Billing:</b>				
Billing section with invoice generation (printed or via pdf attachment)			•	
Billing may be based on extension, client, room and/or acct code			•	
Bill customers/clients for phone usage			•	
Bill customers/clients for once-off and recurring charges (great for lawyers)			•	
Bill single client or by bulk billing			•	
Create customized plans and charges for clients			•	
Charges can be debit or credit			•	
Charges can be set to activate or de-activate by date			•	
Create debits, credits and/or account journal entries			•	

Speak with us about the  
CommSoft RMS products range:



**CommsOffice™**



**CommsOffice Professional™**



**CommsOffice Enterprise™**



**CommsOffice Voice™**



**CommsOffice Console™**



**CommsOffice CTI™**



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