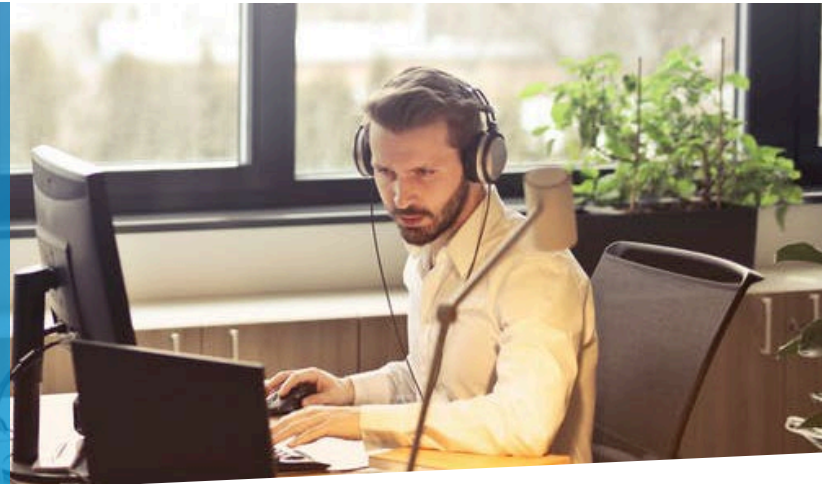


Solution Sheet

CALL RECORDING & ANALYTICS



CALL RECORDING OVERVIEW

The NetFortris Call Recording solution is a premiere business recording engine that integrates directly with your Comm-unity UCaaS Platform & Business Phone System.

Calls can be easily and accurately recorded, as an always-on solution. Recorded calls can be accessed and searched securely through a web portal.

Customers can track calls of various types and create customized queries based on filters such as call type or extension. Supervisors can play, tag, download, and share recordings for easy management.

Conversations										
Start Date	Start Time	Duration	From	From Info	To	To Info	Direction			
▶	...	📄	📞	May 4, 2020	1:31:51 PM	00:42:35	John Doe	2061	+1-512-555-9206	Internal
▶	...	📄	📞	May 4, 2020	11:59:11 AM	00:59:43	Sally Smith	8937	+617-403-555-0485	Internal
▶	...	📄	📞	May 4, 2020	11:30:57 AM	00:17:35	Karen Phelan	5560	+1-303-555-4480	External
▶	...	📄	📞	May 1, 2020	2:15:47 PM	00:02:56	Drake Lacosta	3625	+1-505-555-7932	Internal
▶	...	📄	📞	May 1, 2020	11:02:50 AM	00:58:00	Mary Jones	6351	+1-505-555-7932	External
▶	...	📄	📞	May 1, 2020	10:29:40 AM	00:32:52	Scott Pilgram	2525	+1-385-555-7073	Internal
📄 Level 3 Support X										

CONTACT YOUR NETFORTRIS SOLUTION EXPERT TODAY TO LEARN MORE ABOUT CALL RECORDING!

www.NetFortris.com

📞 877.366.2548

📍 Dallas | Los Angeles | Manila | Seattle | Sydney

BENEFITS AT-A-GLANCE



Customer-Focused

Ensure a positive customer experience by providing ongoing employee feedback based on the call interaction.



Employee Training

Train employees efficiently and effectively by providing them immediate feedback on their phone interactions.



Quality Assurance

Maintain a consistent company standard of delivering exceptional service to your customers.



Protection

Safeguard your employees by reducing inappropriate calls and detect potential security or threatening issues.

CONTACT YOUR NETFORTRIS SOLUTION EXPERT TODAY TO LEARN MORE ABOUT CALL RECORDING!

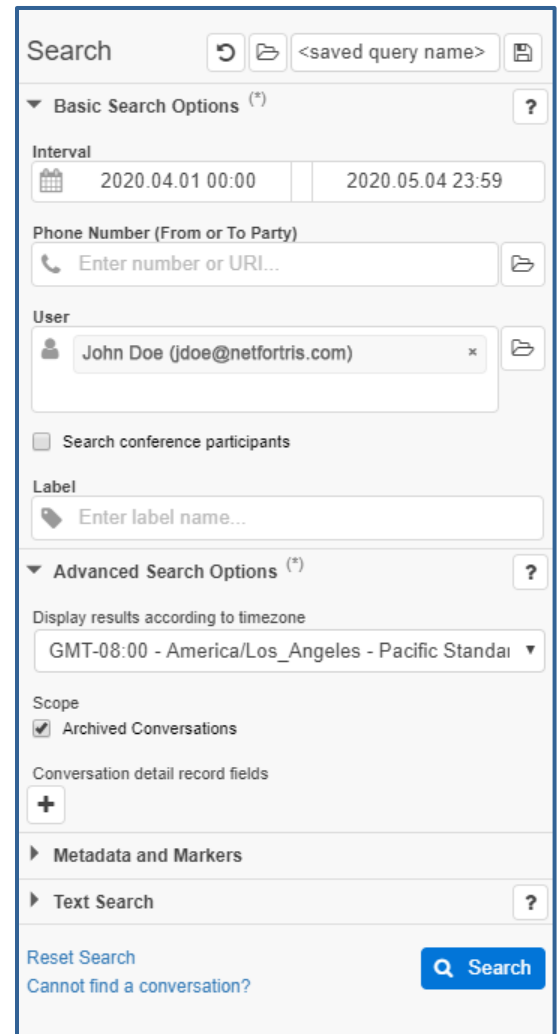
www.NetFortris.com

[877.366.2548](tel:877.366.2548)

[Dallas](#) | [Los Angeles](#) | [Manila](#) | [Seattle](#) | [Sydney](#)

CALL RECORDING KEY FEATURES

- ✔ **Always-On Recording Mode**
 All calls are recorded for ease of management and accessibility.
- ✔ **Advanced Security Access**
 Fully secure web interface user authentication with optional four-eye principle and multi-level access control.
- ✔ **Multiple Device Support**
 Record all calls for your users, whether they are using a softphone or desk phone.
- ✔ **Direct Portal Access**
 From the secure portal, you can manage your calls and notate them for easy search and cataloging. Supervisors and administrators are given enhanced management and control.
- ✔ **Flexible Recording Management**
 Recorded calls can be stored in the NetFortris system for up to 365 days, downloaded off the system, or auto deleted.



The screenshot shows a search interface with the following sections:

- Search:** Includes a search bar with a refresh icon, a save icon, and a dropdown menu for saved queries (currently showing '<saved query name>').
- Basic Search Options (*)** (with a help icon):
 - Interval:** A date range selector showing '2020.04.01 00:00' to '2020.05.04 23:59'.
 - Phone Number (From or To Party):** A text input field with a placeholder 'Enter number or URI...' and a save icon.
 - User:** A dropdown menu showing 'John Doe (jdoe@netfortris.com)' with a close icon and a save icon.
 - Search conference participants
 - Label:** A text input field with a placeholder 'Enter label name...' and a save icon.
- Advanced Search Options (*)** (with a help icon):
 - Display results according to timezone:** A dropdown menu showing 'GMT-08:00 - America/Los_Angeles - Pacific Standar'.
 - Scope:** A checkbox labeled 'Archived Conversations' which is checked.
 - Conversation detail record fields:** A plus sign icon to expand options.
 - Metadata and Markers:** A section header.
 - Text Search:** A section header with a help icon.
- Buttons:** 'Reset Search' (blue text), 'Cannot find a conversation?' (blue text), and a large blue 'Search' button.

CONTACT YOUR NETFORTRIS SOLUTION EXPERT TODAY TO LEARN MORE ABOUT CALL RECORDING!



NetFortris HQ

<p>DALLAS 5340 Legacy Dr Suite 155 Plano, TX 75024</p>	<p>SEATTLE 5601 6th Ave S Suite 201 Seattle, WA 98108</p>
---	--

About NetFortris

NetFortris delivers secure, reliable communication solutions, customized to meet the unique needs of mid-market and enterprise customers. NetFortris cloud solutions, carried over our private, nationwide MPLS network, include SD WAN, Voice & UCaaS, Network and Data Security and 4G backup. Not only do we manage these services with, or on behalf of our customers, we consolidate billing to streamline their operation. Customized Solutions, Secure and Reliable, Geared toward Growth, that's Business Communications Simplified.