

# Call Recording & Analytics



Our Call Recording solution is a premiere business recording engine that integrates directly with your CommUnity 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

56 items found, displaying 1 to 20. Page(s): 1 2 3 > | Results per page: 20

	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

## BENEFITS AT-A-GLANCE

### CUSTOMER-FOCUSED

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

## 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. Additional recording storage is available upon request.

### Search

▼ **Basic Search Options** (\*) ?

Interval

Phone Number (From or To Party)

User

Search conference participants

Label

▼ **Advanced Search Options** (\*) ?

Display results according to timezone

Scope  
 Archived Conversations

Conversation detail record fields

► **Metadata and Markers**

► **Text Search** ?

[Reset Search](#)

Cannot find a conversation?