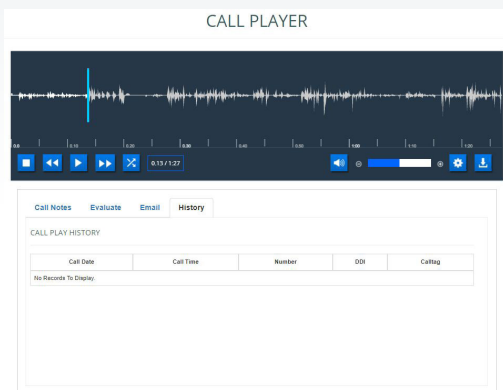




CMC Record delivers cloud call recording with playback, call evaluation, quality monitoring and flexible storage options.

Monitor Call Quality and Staff Performance

- **Monitor call quality and staff performance** to improve company standards and customer care
- **Resolve “who said what” disputes**
- **Protect staff from abuse**
- **Train staff** on call handling techniques and customer interactions to improve performance
- **Rescue defecting customers**
- Reveal **customer service workflow** issues
- **Facilitates regulatory compliance** (for industry regulation)
- **Mobile-optimised:** The mobile-responsive application design facilitates access to business reports whenever and wherever needed.



CALL RECORDINGS

APPLY FILTERS

DETAILS

↶	Date	Time	Extension	User	DOI	Number/Caller ID	Channel	Duration	Call Tg	Flag	Eval	↷
↶	01 Jun 2016	18:42:55	621	Demo User 21		604		00:48:03			✓	↷
↶	01 Jun 2016	18:26:12	621	Demo User 21		07736499437		00:00:46			✓	↷
↶	01 Jun 2016	17:47:22	621	Demo User 21		791		00:02:51			✓	↷
↶	01 Jun 2016	17:11:51	585	Demo User 65		01895815665		00:00:20			✓	↷
↶	01 Jun 2016	17:06:42	618	Demo User 18		601		00:01:54			✓	↷
↶	01 Jun 2016	15:17:19	621	Demo User 21		02032639876		00:00:07			✓	↷
✓	01 Jun 2016	12:35:59	586	Demo User 66				00:00:40			✓	↷
↶	01 Jun 2016	12:35:58	585	Demo User 65		568		00:00:24			✓	↷
↶	01 Jun 2016	12:35:24	585	Demo User 65		01895815665		00:01:13			✓	↷
↶	01 Jun 2016	11:34:32	585	Demo User 65		01895815665		00:00:24			✓	↷
↶	01 Jun 2016	09:41:09	586	Demo User 66		01895815660		00:00:19			✓	↷



CMC Record feature-rich cloud call recording delivers supervisors and agents the tools they need, whenever they need them.

CMC Record: Call recording, playback and sharing.

- Record calls to and from licensed extensions, including internal calls, at an unlimited number of sites.
- Store, find, play back, archive and share call recordings.
- Powerful filters to easily locate calls.
- Facilitates call recording compliance.
- Access call recordings anytime, from any device.

iCS Record caters for compliance requirements; PCI DSS, MiFID II and GDPR.

Compliance managers are able to access functionality specifically designed to manage customer data and company policies:

- Policy rule management; select calls to record, CLIs to exclude, add DDIs to a whitelist.
- Delete call recordings and mask associated data.
- Advanced search functionality using filters (call tag, flag and evaluation status).
- Full audit trail of call recording playback.
- Compliance dashboard for key metrics.