



# iCall Suite Call Recording

## Proven to Improve Customer Experience and Drive Satisfaction

Evaluate Customer Interactions and Understand Team and Individual Performance.

**Monitor call quality and staff performance to make better-informed decisions and to stay ahead of competition.**

**Perform quality assurance and analyze performance**

- Play back your / other users' call recordings to monitor performance, improve company standards and enhance customer care.

**Improve customer service through dispute resolution and risk management**

- Resolve "who said what" disputes by confirming details from a call, protecting your business and your staff from disputes and even abuse.
- Protect clients by reviewing and avoiding discrepancies.
- Use call recording playback to review a conversation for note-taking, ensuring no follow-up actions are missed.
- Rescue defecting customers by reviewing conversations.

**Manage staff through training and praise**

- Use call recordings to train staff on call handling techniques, to improve overall performance.



- Praise high performing individuals to increase motivation. Use examples in training and in the sales cycle, to demonstrate competency.
- Understand changing customer needs and provide guidelines to staff using examples.

**Adhere to company policy and meet regulatory compliance requirements**

- Pause and resume calls to adhere to PCI DSS payment-by-phone regulations.
- Manage call recording policies to meet company standards.

**Reveal customer service workflow issues**

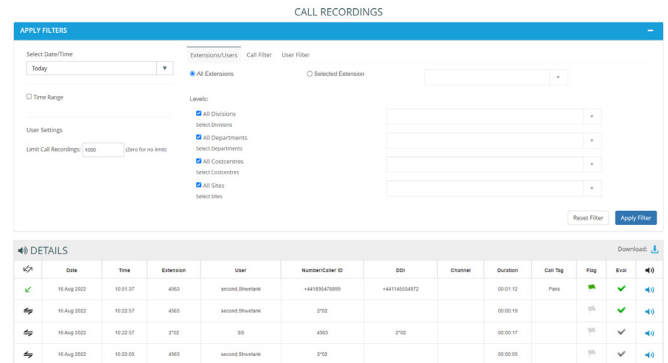
- Identify any breakdown in workflow by following the trail of conversations that took place.
- Monitor calls to ensure processes and procedures are correctly scripted.

# Evaluate Customer Interactions and Understand Team and Individual Performance



## Call Recording and Playback

Record and securely store inbound, outbound and internal calls across office and hybrid workers in line with customer preferences and company policy. Use powerful filtering to find, playback, share and collaborate on call outcomes.



## Apply Intelligence to Conversations

### Flags, Tags and Comments

Use flags and tags to mark calls for action. Highlight a zone within a call recording, make a comment and tag individuals to notify them. Identify best practice calls to share with others, include in training programs and reward top performers. Flag disputed calls and those that fall short on adherence to policy or customer experience. Use call recording to provide insight on your products and services and stay ahead of the competition.



## Maximise Customer Experience

### Call Evaluation and Quality Management

Score customer experience and assess team and individual performance by creating evaluation questions and rating calls. Review by call results, customer feedback, evaluation questions and scores. Assess performance by average scores and average score per agent. Empower agents to focus on the quality of conversations by displaying results on dashboards and wallboards.

APPLY FILTERS			
REPORT PERIOD: AUG 8 2022 TO AUG 14 2022			
REPORT DETAILS			
Evaluation Question	Total Evaluated Calls	Total Score	Avg Score
Did the agent offer more expensive alternatives?	3	18	6
Did the agent please follow compliance processes?	3	20	6.7
Did the agent try to up-sell?	3	16	5.3
Did the agent understand the customer's reason for...	3	14	4.7
Did the customer place an order?	3	20	6.7
How engaging was the conversation?	3	22	7.3
How was agent general behaviour?	3	14	4.7
How welcoming did the agent sound?	3	20	6.7
How well did the agent demonstrated product kno...	3	16	5.3
How well was the agent attitude and awareness?	3	16	5.3
On scale of 5, how well were customer expectations...	3	12	4
Overall perception?	3	20	6.7
Was company greeting used?	3	20	6.7
Was customer satisfaction checked?	3	16	5.3
Was the agent able to pick up the correct product?	3	16	5.3
Was there any attempt on cross-selling?	3	16	5.3

### Call Recording Analytics

Call recording activity, call results, customer feedback and evaluated calls are summarized in reports which can be filtered, scheduled, exported and emailed. Create live tiles to display call evaluation metrics, monitor customer interactions and maintain service levels.

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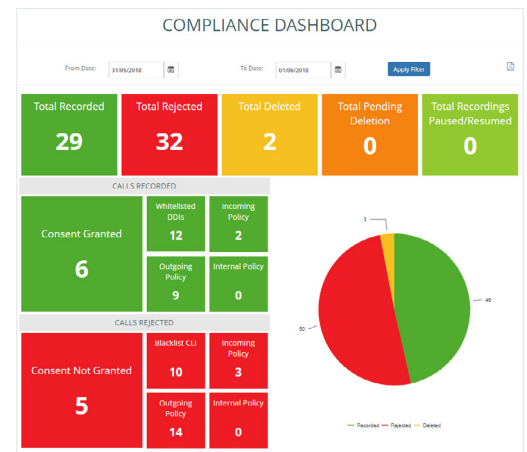
## Meet Industry Regulations and Adhere to Security Policy

### Permission Access

Administrators can allocate individual recorded user licenses and set recording features for each user. Access permissions can also be set for playback, email, download and evaluation configuration.

### Compliance Management

Manage customer data in line with regulations and company policy. Select calls to record using blacklist and whitelist rules. All calls can be stored for as long as they are needed in a tamper proof format using encryption. Storage policies can be set by department or manually deleted individually or in bulk. A full audit trail of administration and call playback activity is logged and can be downloaded as a PDF/CSV. The compliance dashboard provides access to essential recording information. See calls recorded, rejected, deleted, paused, resumed and more.



## Get a Complete view of Customer Interaction

### Improve Customer Engagement

Our integrated analytics, recording and evaluation provides a complete view of customer interaction. Analyze answered and missed calls to understand call paths, time to answer, grade of service and talk times. Understand how long your callers will wait before abandoning and how long they wait for a call back. Manage the quality of conversations and their outcomes using call recording. Live statistics and historical trends support resource planning to optimize customer satisfaction. Use APIs to integrate with other business applications as part of a business intelligence strategy.