MITEL INTERACTION RECORDING

Unlock the Full Potential of Your Communications

Interaction recording plays a vital role for businesses. Changes in customer behavior, regulations and compliance are driving organizations to be more proactive caring for customers.

Organizations in industries such as healthcare, banking, finance, public safety and debt collection all benefit from the ability to monitor, playback, evaluate and archive their customer-employee interactions.

In fact, virtually any organization that regularly engages with customers, clients, colleagues or suppliers stands to gain from greater insight and understanding into the interactions shaping their everyday operations. Quickly retrieving important information contained within phone and computer-based exchanges helps resolve disputes, minimize liability risk, improve customer service and safeguard company revenues.

Meet Mitel Interaction Recording

Built for today's modern world, Mitel Interaction Recording is a software-only solution that helps managers find ways to improve customer experience and internal operations while keeping your business within regulatory compliance.

Deliver a Better Customer Experience

Seamlessly capture, archive, organize, playback and share voice recordings with Mitel Interaction Recording. Gain in-depth insight into the "voice-of-the-customer" to find ways to improve the customer experience while monitoring employee performance to meet business objectives.

Improve Business Efficiency and Establish Best Practices

Mitel Interaction Recording empowers managers, supervisors and employees with a variety of workforce tools to help monitor, analyze and enhance individual and group performance. Your organizations will benefit from a powerful real-time and historical perspective on the interactions occurring within your business. Enhance your employee performance by gaining a better understanding of customer service issues and areas to improve business processes.

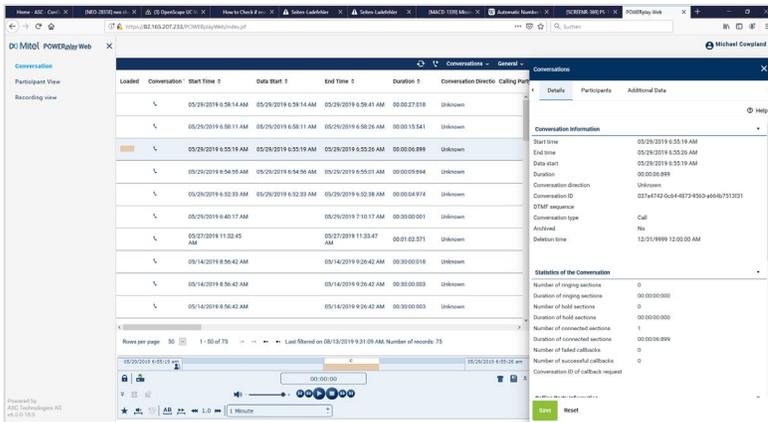### Addressing Critical Business Needs Regulatory Compliance

Various regulatory bodies require recorded documentation of transactions occurring via the phone such as with telesales; financial transactions including account transfers, loan origination, securities/commodities trading; utilities account management; local government requirements for public safety organizations and several others. Mitel Interaction Recording provides compliance recording with individual access rights to fulfill the demands of regulations such as MiFID II, the Dodd Frank Act, GDPR and PCI-DSS, among others.

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Risk Management

Record phone interactions to reduce the risk and ramifications of miscommunication with customers, partners and suppliers. Examples include improperly filed insurance claims, business to business purchasing and perishable goods orders.

Employee Development

Develop training programs and employee skill-sets through the systematic review and evaluation of vital business communications functions in sales, customer service, collections, emergency dispatch facilities and other public safety organizations.

Improved Collaboration

Improve collaboration between employees and subject matter experts across the organization. Facilitate a seamless and immediate transfer of data between colleagues, ensuring that all parties are on the same page with the most current critical business and customer data.

Flexible, Scalable and Reliable

Mitel Interaction Recording is an enterprise-wide interaction management platform that optimizes information exchange and transforms the customer experience. Now, everyone can take advantage of the benefits that call recording and screen recording can provide-whether in the contact center or another department within the company.

Mitel recognizes that many smaller companies strive for growth, and as such, require a solution that can scale as they grow. Designed to support both ease of deployment and operation, Mitel Interaction Recording is a scalable, networkable and highly available software-only solution deployed either on-site or in your private cloud as per your unique business requirements.

How can you benefit

Mitel Interaction Recording delivers many benefits:

- Minimize liability risk and ensure regulatory compliance by documenting client transactions

- Ensure operational efficiency by sharing information quickly, seamlessly and securely without the need to transcribe

- Identify trends taking place within your business to resolve systemic issues with people or processes

- Increase revenues by promoting strong sales techniques

- Protects agents by giving them the power to record calls at any point during the conversation

- Bulk recording preserves all interactions to verify transactions and comply with corporate policies

- Securely access call recordings via encrypted media file streaming

- Spend less time looking for recordings and reviewing audio data by searching for keywords and phrases

- Receive real-time business intelligence for immediate management action

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