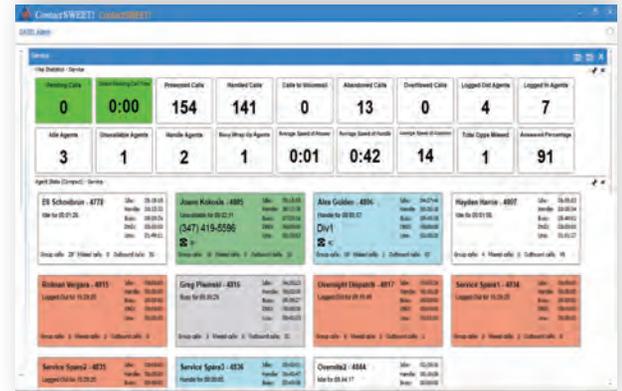


Call Recording

Your business depends on great customer service; can you be sure your staff is dealing with your valued customers in the most appropriate way? Are you in a position to handle "he said, she said"?

You hear it daily "calls may be monitored or recorded for training purposes". Recording calls goes far beyond this simple statement. DATEL has a full 'media' recording solution that gives your business the unique edge it needs to be competitive. Screen capture/screen recording can simultaneously occur while recording calls - you now have the full story.



Great customer service – Puts you ahead of your competition

DATEL gives you the tools to manage your customer service center, increase productivity, improve customer service and drive sales growth.



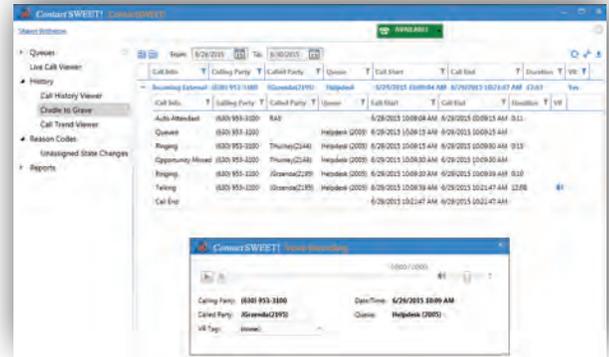
DATEL provides the tools to report on all the calls into and out of your business with Contact SWEET! These solutions provide a unique view with an abundance of statistics, giving you the opportunity to optimize operations. But that's half the story. Adding call recording solutions nets out the whole picture, and is often mandated.

Understanding how your staff is dealing with complex situations or difficult customers helps to improve future interactions and is a great source for training new and existing staff. Identifying individual agent training needs can make your staff more productive and confident. Recording calls is an effective way of resolving conflict. It could be as simple as arranging a cab for the wrong day or incorrectly trading stocks! In industries such as healthcare and finance, recording all calls is mandatory, and must adhere to specific regulations



Call Recording – **Tangible benefits for your business**

Regulatory Compliant Recordings – The storage of sensitive and private information has resulted in a flood of regulations (PCI DSS 2.0, HIPPA, Sarbanes Oxley, Basel III and more.) In the healthcare industry for example, misunderstandings often occur during telephone conversations. These verbal interactions and decisions impact patient care, response times and privacy – and your company image. Recordings provide essential audit trails to track liability, and can protect institutions and staff. Private information such as medical records, social security numbers, credit card and banking information have to either be removed from recordings or stored by accepted method. DATEL solutions provide password restricted login, restriction controls on call playback, and 256bit AES encryption in the database. They also remove the sensitive data from a particular part of the call in addition to removing any related screenshots during that interaction. These recorded calls can be marked and identified as containing sensitive information at a later stage and restrict access to that call on a permanent basis.



Highlights

Flexible - record all conversations, random or rules based for training or conflict resolution, you have the opportunity to use call recording wherever and whenever you want.

Media recording - simultaneously recording the screen with the call – chat sessions, text, and social media gives you greater insight.

Cradle to grave - follows and records all calls from inception to completion including hold and transfer to other staff.

Secure and compliant - recording solutions meet regulatory compliance with numerous security features password control, encryption, restriction control, removal of sensitive data from a particular part of the call as well as screenshot removal during that interaction

Scalable - from 5 agents to virtually unlimited capacity





DATEL

Software Solutions, LLC

DATEL-GROUP.COM
PHONE: 724-940-0400

Keeping it **Simple**

DATEL solutions are powerful, yet designed around simplicity:

Simple and rapid to deploy, remotely or on-site

Easy to understand licensing

- All licenses are concurrent
- Every agent has full user capabilities upon installation
- Fully configurable agent permissions and security roles

DATEL Customer Care puts your mind at ease:

- Ongoing support and maintenance
- Comprehensive technical support by phone and remote access



About DATEL

DATEL Software Solutions creates innovative, cost-effective multichannel contact center and call accounting solutions enabling organizations to manage all of their customer interactions in a single, easy to use application. DATEL prides itself on outstanding service, and believes you're not investing in just a software solution, but in a partnership that cares for your business.

For more information, please visit us on the web at:

www.datel-group.com