



Network Call Recording (NCR)

NCR enables businesses to record and play back calls for compliance purposes and training and evaluation.

NCR from Concert Networks

NCR allows you to record, store and retrieve voice calls. The content, along with the details or data wrap that surround the call, is stored so that the call can be searched for, located and listened to via an online portal.

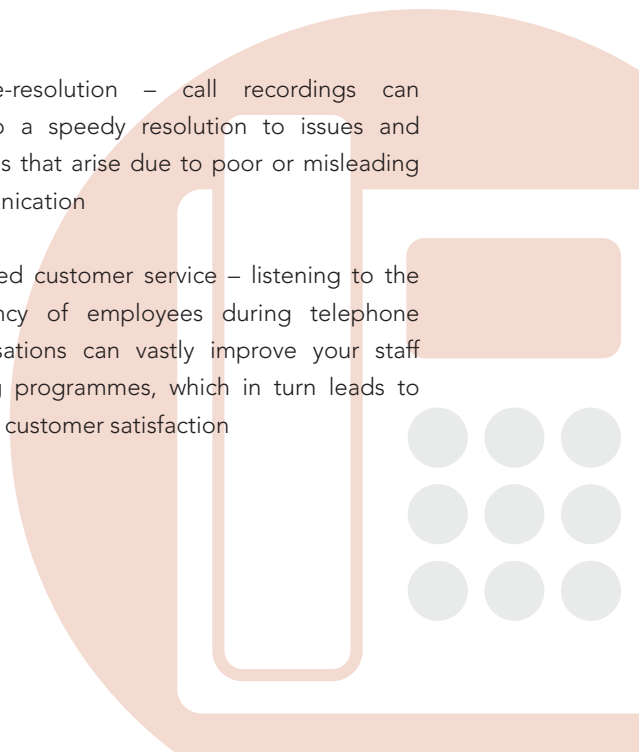
It enables you to record inbound calls on Number Translation Services (such as 08 and 09 numbers) along with inbound and outbound calls on Direct Connect services such as Switch Line.

NCR is:

- Secure – access to the online portal requires a username and password to ensure that only authorised people can access the call recordings
- Flexible – allows 24/7 access and online administration
- Easy-to-use – intuitive and simple search facility provides quick retrieval of the calls that you want to listen to
- Scalable – we have the capacity to match your increasing call recording demands

The benefits of using NCR:

- No Customer Premises Equipment (CPE) required – the call recording functionality is built into the Concert Networks network so as long as you have NTS or Direct Connect services with us you can take advantage of NCR
- No capital expenditure necessary – pricing for NCR is based on a set up fee along with a pence per minute charge
- Compliance – some industry regulators such as the FSA recommend call recording as an operational business requirement
- Legal – NCR can increase the ability to offer legal protection of both the company and the caller
- Dispute-resolution – call recordings can lead to a speedy resolution to issues and disputes that arise due to poor or misleading communication
- Improved customer service – listening to the efficiency of employees during telephone conversations can vastly improve your staff training programmes, which in turn leads to greater customer satisfaction



- Improved security – NCR enhances awareness of what is said (both internally by staff and externally by the caller), providing a robust audit trail if needed and admissible court evidence

Advanced functionality includes:

- End User Management – select any combination of numbers and their call recordings and assign them to their own named groups to create subaccounts relating to internal departments or end user customers. Those internal departments or end user customers will then have the ability to log on and access the call recordings relating to only those numbers that you have selected.
- Branding – you can re-brand the call recording website with your own logos and colours.
- Self provision – you can log on to the website and provision call recording on NTS numbers in near real time.

To find out more about **Network Call Recording**
please call **0808 208 2400**, email us **info@concertnetworks.co.uk**
or visit **www.concertnetworks.co.uk**

