

Neorecording

The solution for call recording, quality management and analytics



Use call recording to protect your business from liabilities and boost your service quality, while complying with the strictest regulations. Meet Neorecording.

Your Benefits

- › Fulfil regulatory requirements
- › Capture mission-critical communication and threat calls
- › Protect against liability claims, provide evidence in legal disputes
- › Measure and automate customer service quality
- › Maintain quality control and evaluate performance of your customer service cell
- › Document business transactions and insights

Your Employees' Benefits

- › Easy to use intuitive solution
- › Easy access to teams' best practices
- › Are protected against harassment and liabilities with recordings to back up claims
- › Can answer more calls in less time and more efficiently
- › Use analytics to improve internal processes

One powerful tool to help you boost your customer relationships, combined with call analytics.

NFON.COM



How your business can benefit from call recording

The differentiating factors of Neorecording:

- › **No additional hardware needed**
- › **Data security & encryption, with storage on georedundant data centres in Europe**
- › **Multi-tenancy & scalability – you decide the need to upscale or downscale**
- › **Pay-as-you-use – add/remove agents on a monthly basis**
- › **Flexible licensing**
- › **Easy provisioning of multiple locations**
- › **High availability & resiliency**
- › **Excellent user experience**
- › **Tackle different use cases when combining with other NFON solutions**

All that available through powerful features:

- › **POWERplay Web – a browser-based software for searching and playing back conversations**
- › **CLIENTcommand - a tool for recording control**

And many more...

You understand and improve the level of service provided – while ensuring regulatory compliance and protecting you from legal risks.