



## Application Name

Hosted Call Recording

## Description

FSA compliant hosted call recording application that records all calls made from assigned numbers. A secure online interface is provided to view, manage and download recorded audio files

## Features & Benefits

Always-on inbound and outbound call recording with secure remote management access

## Hosted Call Recording

Call recording is an invaluable tool for any type of business or enterprise which needs to re-play calls for training, compliance or monitoring purposes.

The Flip Connect Hosted Call Recording service offers UK businesses, of any type and size, the opportunity to have advanced yet affordable call recording facilities and the chance to store data efficiently and securely.

Hosted Call Recording requires no on-site hardware and is enabled on just the handsets you choose. It will record every incoming and outgoing external call. What's more, as it's a hosted service, it works anywhere and you don't need to worry about maintenance costs or storage.

## More Features

- Always-on recording of specific phone extensions
- Inbound and outbound external calls recorded
- Immediate online search and replay for supervisors
- "Live Acquire" facility to monitor active conversations as they are recorded
- All calls securely stored with online retrieval
- Save calls as wav files or send as email attachments
- Play back call parties independently: listen to just one voice for greater clarification
- Per-seat licensing: set-up and monthly subscription for each recorded seat
- Non site specific: recorded phones can be physically located anywhere
- Recording follows the number when re-assigned to a different handset
- Cisco handsets supported

## More Benefits

- Record conversations for compliance or legal reasons
- Use call recording as a unique way of training staff
- Supervise and monitor employee performance
- Home workers recorded as if on site
- No onsite hardware needed: zero footprint
- No additional bandwidth requirements
- No extra maintenance costs
- No need for new phone numbers

System Requirements | <http://www.flipconnect.co.uk/ip-telephony/system-requirements>

