



WELCOME TO THE SMART TECHNOLOGY

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RECALL

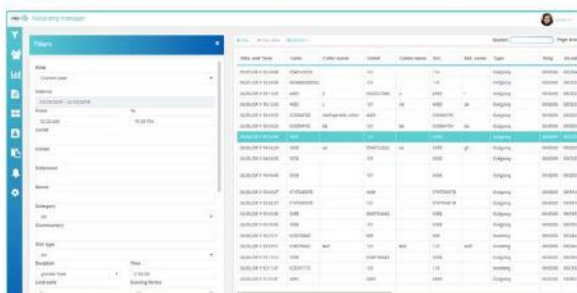
IP, Digital, Multichannel, Integrated and Custom

WHY RECALL

Keep track of your transactions and comply with legal requirements.
Easy and convenient.

- Tag recordings
- Monitoring and real-time listening
- Quick search and retrieval of recordings
- Massive, selective and on-demand recording
- Guaranteed confidentiality and recording integrity
- Reliable recording using customer IT infrastructure
- Optional Integration with CRM & Customer Databases

Come join the telephony of the future!



SMART management, search and hearing of recordings

With the SMART Recording Manager application, you can look for, play and categorize recordings to obtain valuable information about customer transactions, comply with the applicable regulations and check that your staff fulfills your company's quality standards.



CLASSIFICATION OF RECORDINGS AND SEARCH CRITERIA

Recall allows you to find the call you are looking for and filter the destination, origin, date and hour, etc

MODULAR AND SCALABLE SOLUTION

Recall can be scaled to your needs. It allows you to group together recordings from different types of technological environments in one single interface.

DATA SECURITY AND PROTECTION RULES

PCI and MiFID II compliance with file encryption, digital watermark, confidentiality policies, audits, user security levels and mute function.

Record whatever you want, the way you want and when you want.

- Blanket, Selective or on Demand
- ISDN (BRI & PRI), SIP and Analogue
- Digital, Proprietary IP and Radio
- Active and Passive Recording
- Multi-Site and Multi-Tenant Solutions

Enable and disable functions such as listening to critical conversations, deleting conversations or sending them by email and consult the recordings access log whenever you need to perform system audits.



What makes us OPEN TO THE WORLD

Recall seamlessly integrates with
CRM | ERP | Speech Analytics



Recall Scoring

Scoring and evaluation of agents

With the Recall Agent Scoring SMART Feature, you can evaluate your staff's performance by means of quality forms that you design yourself and that appear automatically while you listen to the recording.

Recall ScreenCast

Simultaneous audio and screen Recording

Recall ScreenCast uses cutting-edge SMART technology to offer you a complete view of your agents' communications by recording their calls (audio) and screens (video).

Control and analysis tools

Drawing conclusions and making decisions in a timely manner is a guarantee of success.

Recall reporting package provides you with valuable on call details, staff productivity quality of service.

Recall Alarms

Immediate incident alert

Recall Alarms solution detects incidents for you that affect the proper functioning of your system and alerts you in real time via email and event viewer.

Discover the verticals which have already adopted it.

Automotive sector, Financial sector, Officials Institutions, Education, Tourism, Industrial sector, Legal sector, Government, Food & Hypermarkets, Health & Social Care, Insurance, Telecommunications ...



Move it all
To the **cloud**

Reliable, scalable and secure.
Upload your contact center to the cloud and save installation costs.



Pay only for what
you really use

Don't overpay! Only pay for what you need on a flexible monthly basis and easily handle the temporary peaks

Why recording phone calls?

- Keep critical conversations
- Compliance with legal regulations
- Evaluation of Attention Quality
- Prevent and resolve disputes
- Fraud and threat detection
- Improve customer service
- Agents training

WE WORK TO GIVE YOU PEACE OF MIND AND HAPPINESS! PERSONALISED AND TAILORED SERVICE

Don't worry if you haven't found what you're looking for. Just ask us and we will develop it for you! We will place our development team at your disposal so that together we can take your business to the next level.

- ✓ Custom Technology Projects
- ✓ Third-Party Software Integration
- ✓ Applications for Business Verticals

