CMC Record
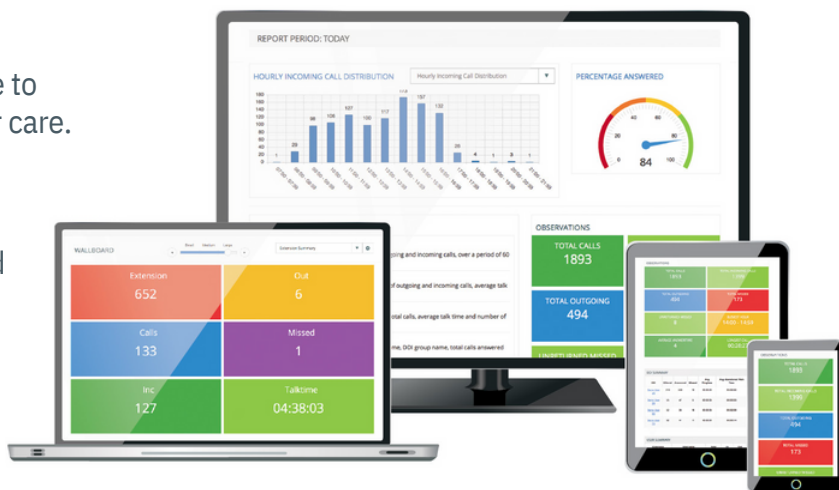## Call Recording

CMC Record **delivers cloud call recording** with playback, call evaluation, quality monitoring and flexible storage options.

Monitor Call Quality and Staff Performance

- **Monitor call quality** and staff performance to improve company standards and customer care.
- **Resolve** "who said what" disputes.
- **Protect** staff from abuse.
- **Train staff** on call handling techniques and customer interactions to improve performance.
- **Rescue** defecting customers.
- **Reveal** customer service workflow issues.
- **Facilitate** regulatory compliance for industry regulation.
- **Mobile-optimised** software application design facilitates access to business reports whenever and wherever needed.

CALL PLAYER

CALL RECORDINGS

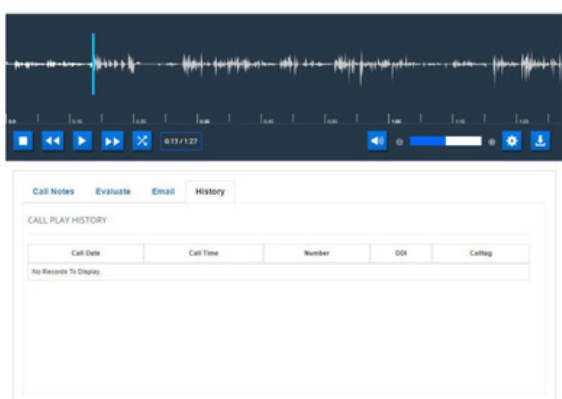**CMC Record** feature-rich cloud call recording delivers supervisors and agents the tools they need, whenever they need them.

CMC Record call recording, playback and sharing:

- Record calls to and from licensed extensions, including internal calls, at an unlimited number of sites.
- Store, find, play back, archive and share call recordings.
- Powerful filters to easily locate calls.
- Facilitates call recording compliance.
- Access call recordings anytime, from any device.

CMC Record caters for compliance requirements; PCI DSS, MiFID II and GDPR.

Compliance managers are able to access functionality specifically designed to manage customer data and company policies:

- Policy rule management; select calls to record, CLIs to exclude, add DDIs to a whitelist.
- Delete call recordings and mask associated data.
- Advanced search functionality using filters (call tag, flag and evaluation status).
- Full audit trail of call recording playback.
- Compliance dashboard for key metrics.