TouchTone
communications

SmartRecord®
Hosted Call Recording

No hardware or software to install - just simple, reliable, and secure call recording and reporting

Looking for additional features to help your business run more efficiently. TouchTone Business VoIP also offers

- ▸ CloudCall Hosted Call Center
- ▸ vFax Paperless Faxing
- ▸ Auto Attendant/Virtual Receptionist
- ▸ Find Me/Follow Me
- ▸ Hunt Groups
- ▸ Voicemail to Email
- ▸ Outlook Toolbar

Better Informed People, Make Better Informed Decisions

Gain productivity from employees and deliver more effective customer service - record, store and retrieve calls from anywhere

Using SmartRecord's patent-pending technology, TouchTone provides a comprehensive call recording solution across your entire organization while complying with rigorous regulatory compliance standards.

Secure, easy to implement, and affordable call management

With no additional hardware or software to install, TouchTone's VoIP-based Call Recording is cost-effective, easy to set up, and quick to deploy.

User-Friendly Interface with Advanced Security

SmartRecord's Web-based interface provides administrators with easy, stress-free navigation. Control permissions and access calls anytime and from anywhere.
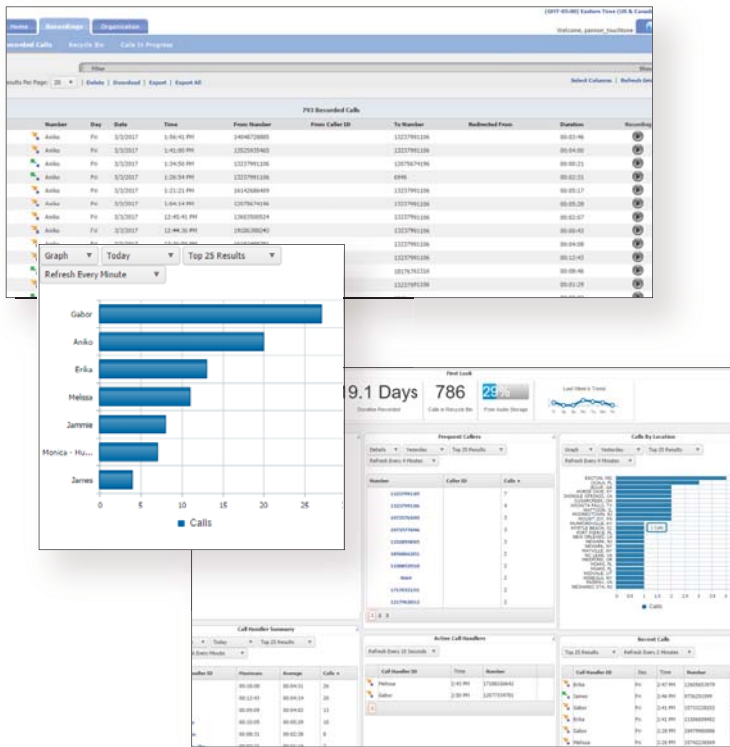
Flexible, Highly Scalable, and Seamless Integration

SmartRecord integrates effortlessly into your CRM and has the ability to accommodate users at multiple locations, including call centers and at-home agents.

Security and Compliance Covered Technology

SmartRecord's features assist with archiving, security, and other compliance requirements by encrypting each call using unique digital certificates that only authorized personnel can access.

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PUSH YOUR BUSINESS EFFICIENCY INTO OVERDRIVE
Speak with a specialist, call 800.900.3668 or email sales@touchtone.net.

Features

On-Demand Recording
Choose to record, delete, annotate, or comment on a call at the push of a button. Quickly and accurately download recorded calls from TouchTone's hosted server to your system.

Call Reporting
Receive comprehensive call analytics to ensure optimal efficiency and quality assurance.

- Monitor phone usage (i.e., who, how long, how many calls per hour/day/week/month)
- Access call logs
- Review call content (even access calls in real time)
- View activity such as call volumes and flow to recognize trends to determine staffing needs
- Easily identify long calls to help improve customer service
- Correctly track calls for billable time

Speech Analytics
Automatically discover and analyze words, phrases, categories and themes spoken during calls to help target particular groups of calls, discover trends, and increase overall operational efficiency.

Alerts and Notifications
Setup your system to alert you when certain conditions are met so you can make necessary changes to policies or procedures.

Comments and Annotations
Insert a comment or marker at particular points of a call for future playback and searching.

Auto-Categorization
Set conditions in which you can have your calls automatically organized for you.

Customizable, Branded Interface
Promote your brand by customizing SmartRecord with your company colors and logo.