

# CALL RECORDING

## RECORDING CALLS ON FIXED AND MOBILE NUMBERS

### CARRIER-INDEPENDENT CALL RECORDING

With Call Recording you get an carrier-independent call recording that works equally well on both fixed and mobile numbers. The service makes it easy to record both incoming and outgoing calls. Call Recording works on both the softphone and your mobile app. The calls are then stored in an intuitive and user-friendly web interface with the ability to search for various parameters, such as number, time, call length etc. The files are then encrypted for secure storage.

### TWO DIFFERENT PACKAGES

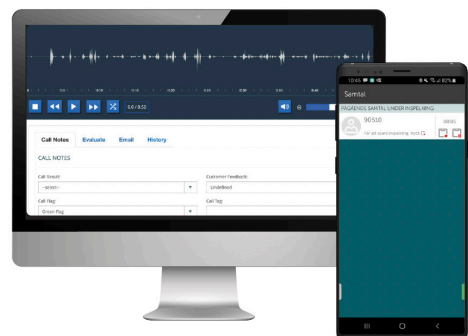
To be able to fit different customers' needs, Call Recording is available in two different packages. Automatic and Pro. You can mix these two packages so that different agents within the same organization have different packages.

### CALL RECORDING AUTOMATIC

In the Automatic packaging, all calls are recorded, both on incoming and outgoing calls. The calls are then stored in the portal for up to 1 year. This service is compatible with GDPR.

### CALL RECORDING PRO

In our more advanced packaging, Call Recording Pro, you can choose between recording all calls or upon request. With Pro you can pause recording, which is needed when handling credit card information, for example. You can flag and tag calls according to self-identified parameters and create forms between agent and supervisor to evaluate calls. The conversations are stored for up to 7 years in the portal. This service is compatible with MiFID II, PCI DSS and GDPR.



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