MONITOR AND IMPROVE CUSTOMER COMMUNICATIONS WITH CALL RECORDING IN THE CLOUD

WHAT IS CALL RECORDING?

Call Recording from Outsourcery is a leading voice, video and instant messaging quality management solution for Microsoft's Skype for Business and Lync. It offers a cost-effective and secure way for organisations to ensure compliance and deliver the highest standards of employee performance monitoring and customer service.

Partnered with the experts at Verba Technologies, a leading provider of Call Recording and Quality Management Systems with over 60 years of experience, Outsourcery offers Call Recording as an add-on to complement Lync or Skype for Business solutions. The information is then immediately accessible through an advanced search facility.

WHY CLOUD?

Cloud-based Call Recording enables you to access many of the core benefits the cloud can offer. The flexibility of cloud services allows for online access anywhere, from any device, helping employees stay productive wherever they are. And financially backed Service Level Agreements (SLAs) with enterprise-grade security provide peace of mind that your business critical systems are safe.

We also offer pricing based on the number of users that you need, enabling you to control costs and scale as your business grows.

WHY OUTSOURCERY?

EASE OF DEPLOYMENT

Outsourcery makes it easy to deploy the right Call Recording solution to meet your needs. Our team of dedicated 'cloud experts' can assist at every stage of your cloud adoption journey. In addition, Outsourcery is Ofcom-regulated, with services delivered from geo-diverse UK datacentres and a 24/7 support offering.

KEY FUNCTIONALITY

SCREEN RECORDING AND REPLAY
Screen recording enables employers to check against call protocols, improving customer interaction and identifying training needs, whilst replay reference helps resolve customer queries and disputes.

REGULATION AND COMPLIANCE
Call Recording enables you to deliver a PCI-compliant call management process where agents can manually stop and start recording at the click of a button, ensuring you comply with regulations and industry best practice, protecting sensitive information.

CAMPAIGN EVALUATION
Monitor customer reactions to campaign marketing, to evaluate performance and understand customer needs.

> We are increasingly seeing a need for cost-effective Call Recording. We're excited about the benefits this service offers in meeting legal requirements, monitoring performance and improving service.

James Henigan, Chief Operating Officer, Outsourcery

BUSINESS BENEFITS

IMPROVE CUSTOMER SERVICE
Enhance service through monitoring and training
- Develop internal quality assurance using score carding and evaluation tools
- Evaluate customer handling, sales and product skills to ensure compliance and identify training gaps

ENHANCE FLEXIBILTY
Recording options that meet your needs
- Automatically record all conversations with always-on recording
- Alternatively, record only the information you need using on-demand recording
- Choose a data retention life cycle tailored to the needs of your organisation by creating custom rules

ENSURE COMPLETE SECURITY
Web access and silent monitoring for total security
- A secure HTTPS web interface with user authentication
- Silently listen to live calls directly from the user interface

ENABLE ACCESSIBILITY
Benefit from complete access to data
- Easily define search queries, including custom fields and metadata
- Directly play back recordings in the browser window
- Access the information and data you need using the Call Recording dashboards and reporting tools

> **Call Recording from Verba is a state-of-the-art recording and quality management solution for Unified Communications. Deployed at leading financial institutions, security companies and contact centres, it helps organisations better manage risk and compliance, develop quality assurance and increase productivity.**

Peter Jasko, Head of UK Business Development, Verba Technologies

GETTING YOU STARTED

All you need for a comprehensive Unified Communications solution with Call Recording is an internet connection. Get in touch for a free cloud consultation and demonstration.

info@outsourcery.co.uk

CHOOSE THE CLOUD EXPERTS

Outsourcery is a leading UK provider of IT and communications solutions, delivering cloud services to organisations of all sizes since 2007.

We've invested heavily in our enterprise-grade, Ofcom-regulated cloud platform, the O-Cloud, which has been built using the latest technologies from best-of-breed partners to ensure high availability and resilience for the businesses we work with.

Outsourcery is a member of the Microsoft Cloud OS Network – a highly selective worldwide consortium of 25 Cloud Services Providers (CSP) committed to building solutions on the Microsoft Cloud Platform. And of course we hold all the accreditations you would expect from a world-leading CSP, including ISO 27001, 9001 and 14001 standards and the Cloud Industry Forum's Code of Practice certification.
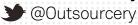
We were also the UK's first carbon neutral cloud provider – a status we are proud to maintain today.

As the cloud experts, our aim is to make sure transitioning to the cloud is pain-free, delivering maximum return for our partners and customers alike. The expertise of our teams, combined with our in-depth consultancy and support capabilities, ensure our cloud services can be fully integrated and tailored to meet your business needs.

Microsoft
Cloud OS Network
Gold Partner

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UKAS MANAGEMENT SYSTEMS
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ISO 9001 · ISO 27001 · ISO 14001

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0843 366 6060
www.outsourcery.co.uk
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