



ics 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
- **Regulatory compliance** (for industry regulation)
- **Mobile-optimised:** The mobile-responsive application design facilitates access to business reports



CALL PLAYER

Call Notes Evaluate Email History

CALL PLAY HISTORY

Call Date	Call Time	Number	DDI	Calllog
01 Jun 2016	18:42:55			
01 Jun 2016	18:42:55			
01 Jun 2016	17:06:42			
01 Jun 2016	12:35:24			

CALL RECORDINGS

APPLY FILTERS

DETAILS

↗	Date	Time	Extension	User	DDI	Number/Caller ID	Channel	Duration	Call Tg	Flag	Eval	↔
↗	01 Jun 2016	18:42:55	621	Demo User 21		604		00:48:03		✔	✔	↔
↗	01 Jun 2016	18:26:12	621	Demo User 21		07736499437		00:00:46		✔	✔	↔
↗	01 Jun 2016	17:47:22	621	Demo User 21		791		00:02:51		✔	✔	↔
↗	01 Jun 2016	17:11:51	585	Demo User 65		01895815665		00:00:20		✔	✔	↔
↗	01 Jun 2016	17:06:42	618	Demo User 18		601		00:01:54		✔	✔	↔
↗	01 Jun 2016	15:17:19	621	Demo User 21		02032639876		00:00:07		✔	✔	↔
✔	01 Jun 2016	12:35:59	586	Demo User 66				00:00:40		✔	✔	↔
↗	01 Jun 2016	12:35:58	585	Demo User 65		568		00:00:24		✔	✔	↔
↗	01 Jun 2016	12:35:24	585	Demo User 65		01895815665		00:01:13		✔	✔	↔
↗	01 Jun 2016	11:34:32	585	Demo User 65		01895815665		00:00:24		✔	✔	↔
↗	01 Jun 2016	09:41:09	586	Demo User 66		01895815665		00:00:19		✔	✔	↔



iCS record feature-rich cloud call recording delivers supervisors and agents the tools they need, whenever they need them.

Choose from 2 products:

- **iCS Record:** Easy to use and fully scalable entry-level playback and storage.
- **iCS Record Plus:** Enhance iCS Record for supervisor playback based on permissions, call tagging and call evaluation. A user console is also available for agents needing access to their own call recordings.

iCS Record: Call recording, playback and sharing.

- Record calls to and from licensed extensions, including internal calls, at an unlimited number of sites.
- Store, find, playback, archive and email call recordings. Powerful filters to easily locate calls and share recordings.
- Call recording PCI compliance (pause and resume recording).
- Export recordings as .wav files.
- Access call recordings anytime, from any device (mobile apps available).

iCS Record Plus: Set playback permissions, monitor and evaluate calls.

Enhanced features include:

- Set playback permission levels.
- Obtain a breakdown of audited calls. Monitor who played back which calls and when, using the audit trail history.
- Flag and tag calls for further review or for use in training.
- Evaluate call recordings on call handling, call close and technical knowledge. See which evaluation questions have been answered, the total score and average score given by agents.
- View agents' average scores when call recordings have been evaluated.
- Evaluate calls and view the total calls that have been given the same feedback rating.
- Add call results such as complaint, non-sales calls and sales calls. Report on the total calls that have been given the same call result.
- Display call results on a wallboard live tile.
- Analyse the total calls evaluated to see all the questions that were answered as well as total and average scores of evaluation questions.
- My console available to access users' own recordings.

Features	iCS Record	iCS Record Plus
Accessible via web browser across mobile device	✓	✓
Encrypted call recordings	✓	✓
Call recording playback; search, play, download, email	✓	✓
Call recording PCI compliance - pause & resume via DTMF	✓	✓
Up to 10 years call recording storage available	✓	✓
Call evaluation to set call outcomes, call tagging		✓
Audit trail		✓
Set playback permissions		✓
My console		✓