



BT Cloud Voice call recording

Go on the record

Cloud Voice gives you the flexibility you need to meet the demands of being an agile business. Call recording is a key part of that.

It helps you stay in control, better support your employees and give your customers a better experience. You can record all calls, choose to record calls at a particular time of day or even record specific inbound and outbound calls.

Let's get into the detail

How exactly does call recording improve your business?



Stay in complete control

Your personal dashboard

Stay in control by viewing key information directly from your personalised dashboard including stats on calls by category, frequent callers, calls by location, and agent summaries. You can also manage who can log in to listen, download and share recordings.

Keep a record

You can download calls or send them via email. You can even schedule them to download automatically so you can stay on top of all important calls.

Make a note

Playback calls and place markers with comments, to direct attention to key part of the conversation, so you can build an effective response. You can also upload documents to a recorded call to add further depth and detail.

Make it your own

You can catalogue your calls with your own user-defined categories and associate them with recorded calls, so you can always find what you need quickly and can get straight to the calls that matter.

Better support your employees

Show people the ropes

Use real calls to train and coach your employees. New staff can get clued up by listening to calls from experienced members of the team, making sure there's a consistent high level of customer service across your organisation. And line managers can listen back to review calls too.

Listen in

You can monitor and listen in on calls with just a couple of seconds delay. It's helpful for training as comments

and categories can be added during the call. It means your staff have the support they need when dealing with difficult customers and can drive consistency in great customer service.

Protect your staff

Because you're telling customers that they're being recorded, they're more likely to remain civil. So your staff can help solve any issues calmly.

Serve your customers better

Clear the air

Misunderstandings between customers and staff happen. But now you can avoid prolonged disputes. You can playback calls to hear exactly what's been agreed with your customers. And project managers can record calls so anyone who can't join gets a copy. You can also make notes so key actions don't get lost or forgotten.

Stay alert

Setting up alerts is handy for when a call comes in from a specific number, or is going to a specific employee. It's useful for monitoring calls to new employees, difficult customers and valued clients.

Upload and share

With CRM integration you can upload recorded files to specific contacts within SugarCRM or Salesforce. You see all your interactions in one place so you can be confident that you're delivering great customer service tailored to each customer.

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2020. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No. 1800000.

June 2020

Making it easier for you to make sure you're compliant

Once you've put compliance policies in place, Cloud Voice call recording gives you access to features that are designed to help you manage your customer data and comply with regulations including GDPR and MiFID II.

- Calls are stored using industry standard encryption.
- Specify which calls to record by group DDI or user; and which to exclude (by CLI or DDI).
- Pause and resume calls to stop card verification value (CVV) digits being recorded. (This is a manual trigger which the agent has to use).
- Advanced search using filters (call tag, flag and classification status).
- Manually delete call recordings and mask associated data.
- Automated management to delete older recordings once the storage period expires.
- Several storage options.
- Audited accounts so you can see who has listened or deleted calls etc. You can even ban end users from deleting calls.
- Rights-based user policy management to determine who has access to which recordings.
- Combine with Cloud Voice auto attendant and messaging: if a caller doesn't consent to call recording you can set up a specific option on the auto attendant to route the call to a line excluded from recording.

How to get in touch

To learn more about Cloud Voice contact HM Network on 03333444190 info@hm-network.com or visit www.hm-network.com

HM-NETWORK
com

Authorised partner of

