Call Recording Solution

GTA Call Recording Solution is one of the best ways to gain insight to any incoming caller's journey. Whether you are a small or large business that is interacting with the public or customers, you should be looking for useful solutions to improve the customer experience and the performance of your business.

Features

Web-based Interface

Access your call recordings anytime, anywhere with a user-friendly web portal.

Call Search & Playback

Quickly search call parameters with ease such as date, time, caller/callee number, agent's name or number.

Recorded Call History

Recover conversations from the beginning and calls already in progress.

Real-time Dashboard

Showing calls per day, call duration, active calls, total number of recorded calls and more.

Reporting

Generate statistics for calls, day, users, employee's performance and more.

Real-time Monitoring

Guide and support agents in delivering excellent customer service.

Compliance

Assists in meeting regulatory compliance requirements such as PCI-DSS, HIPAA, and more.

Benefits

- Enhance the productivity of your employees
- Improve the efficiency of your communications
- Boost the effectiveness of your sales processes
- Increase your marketing and business intelligence
- Resolve disputes quickly with proof of the conversation
- Comply with legal and regulatory requirements
- Minimize liability by identifying and correcting problem areas or agents

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