

Improve employee efficiency, customer service and business security with **SwyxMonitor**



Does your business have a high number of calls where information is exchanged that needs to be recorded for business or legal purposes? Do you wish that your newer employees could handle customer/prospect calls as efficiently as your more experienced staff?

Perhaps you have employees who have to frequently travel on business and

participate on calls while in a moving vehicle when it is difficult for them to make notes. And how many businesses do you know who have never had to deal with an awkward customer who makes sweeping statements in one call only to deny at least a part of what was said in the next call.

Indisputable evidence and a more efficient working environment

The ability to record and monitor calls is now recognised by many companies as a valuable tool that makes it easier for them to do business efficiently.

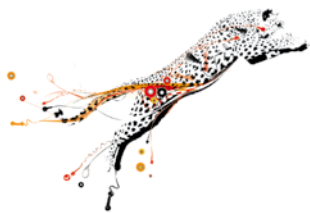
Many businesses take advantage of SwyxWare call recording to have an indisputable record of conversations between employees and customers. This is particularly important in any contractual situation such as clients giving instructions to lawyers or customers claiming that a purchased product is not working properly. And, for those businesses with mobile employees, SwyxWare call recording makes it possible for them to listen to the precise details of a recorded call when they are in a position to

make notes or spend time analysing the information from the call.

SwyxWare call monitoring/intrusion and recording is particularly beneficial in call centre environments as it can be used as an effective training tool, providing an easy way to demonstrate to a newer employee/agent how a more experienced employee/agent would handle a call with a difficult customer. Recorded calls with more experienced agents can be played back to less experienced employees as a learning exercise but supervisors can provide more immediate training and suggestions for improvements through call monitoring/intrusion.

Key benefits of **SwyxMonitor**

- Protect the business from false claims by callers
- Enable mobile employees to have detailed records of all calls so they can make more informed decisions
- Improve employee training and coaching by allowing less experienced employees/agents to learn from more experienced employees without disrupting a conversation with a prospect or customer
- Improve customer service and satisfaction by enabling supervisors to provide immediate advice or assistance on a customer call so that a customer issue is more quickly resolved



Comprehensive call recording and monitoring

To help support and protect your business, your employees and your customers, SwyxWare provides both call monitoring/intrusion and system-wide call recording in a single Option Pack – SwyxMonitor. For businesses that require continual call recording such as business ‘hotlines’, this can easily be implemented as a permanent/ system-wide option for all conversations on specified numbers calling into or out of the business, or across the business as a whole. Where call recording is not applied to all calls, individual employees can still choose to record a call on an ad hoc basis. Recorded calls are stored in a specified location for easy access but can only be deleted by the administrator.

Calls can be replayed using industry-standard media players, for example, Microsoft Windows Media Player without the need for additional expensive hardware or software.

Call monitoring/intrusion enables a supervisor to listen in to an agent’s call without an audible entry tone being heard by either the agent or the other party on the call. When the supervisor wishes to say something to the agent, he can ‘whisper’ to the agent without the other calling party hearing the conversation.

If required, the supervisor can also participate actively in the conversation, perhaps to resolve an issue that the agent cannot address.

Features of SwyxMonitor

- Calls can be recorded based on specified numbers calling into or out of the business, or system-wide for all calls
- Users who are not configured to have all their calls recorded can still record all or parts of a call
- Recordings can be exported to enables other employees to learn from the more experienced call handler
- An attention tone is assigned to the other participant of the recorded call
- Only administrators can delete recorded conversations
- Supervisors can silently listen to an agent’s call with no disruption to the conversation between agent and customer/prospect
- Supervisors can ‘whisper’ information or advice to an agent without the other party hearing the whispered conversation
- Supervisors can actively participate in a conversation to provide guidance or resolve a customer issue that may be beyond the capabilities of the agent at that point in time

System Requirements

Server: SwyxServer Installation, Client: SwyxIt! Installation

For more information

For more information contact your local Swyx distributor or reseller. To find your local distributor or reseller visit www.swyx.com or call Swyx on +44 (0) 118 325 0110 or +49 (0) 231 47770.

