

Improve employee efficiency and customer service with **SwyxRecord** ad hoc call recording

Do you have a mixture of new and experienced staff within your business who handle calls with prospects, customers and partners? Do you wish that you could simply transfer months and years of experience into your newer staff so that they could be as efficient as your more experienced employees? 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 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.

For those businesses with mobile employees, SwyxWare ad hoc 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 recording can also be used as a training tool – an easy way to demonstrate to a newer employee how an experienced employee handles a call with a difficult customer.

Key benefits of **SwyxRecord**

- Protect the business from false claims by callers
- Enable mobile employees to have detailed records of all their calls so they can make more informed decisions
- Improve customer service and satisfaction
- Improve employee training and coaching





Easy to use call recording

Ad hoc call recording can be initiated at the click of a button on the SwyxIt! softphone in which case the caller is made aware of the recording by a beep. The user can choose to record the entire conversation or only individual parts of the conversation and can also choose the location in which to store the recorded conversation. The individual parts of the each conversation will be stored together in a single WAV file - this results in only one entry being added to the list of recorded conversations and makes for easier access to a recorded call at a later date.

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



Easy call recording through SwyxIT!

Key features of **SwyxRecord**

- Calls can be recorded on an ad hoc basis by individual users using SwyxIt! (in non CTI mode)
- Users can record all or parts of a call
- Users can have the recordings displayed and can choose which ones to listen to
- Users can send an e-mail to the other participant of the recorded call, whereby details about the call are included automatically
- 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
- Users can delete individual recordings or the entire list

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.

