



Call Recording and Quality Management Suite

Masergy Call Recording is a Compliance Call Recording and Quality Management Solution for Unified Communications

Hundreds of companies worldwide rely on Masergy Call Recording to optimize business processes, resolve customer disputes, comply with regulatory requirements, and increase productivity. Masergy Call Recording is ideal for managing contact-center environments and recording general business conversations for compliance, legal protection, and quality management.

Masergy Call Recording solutions portfolio is based on an innovative call recording architecture, offering advanced contact-center functionality such as call recording, reporting, and quality management.

BENEFITS:

- Enhance customer service and agents' productivity
- Improve operational efficiency and sales process
- Resolve disputes quickly
- Increase security
- Minimize liability
- Improve marketing and business intelligence
- Comply with legal requirements



Web-Based User Interface

Access Masergy Call Recordings anytime, anywhere with Call Recording's intuitive, user-friendly Web interface - no desktop software needed.

Intuitive Call Search and Playback

Search millions of calls by any parameter, quickly and easily - e.g., date, time, caller/callee number, agent's name - or simply type in a search term. Playback is available right in the browser window.

Multiple Recording Options

Record all calls automatically. Select calls to be recorded based on rules or specific criteria. Initiate on-demand call recording IP phone softkey menu.

Look Back Technology

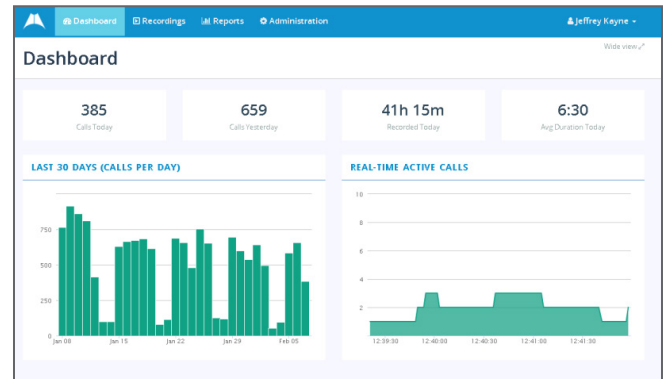
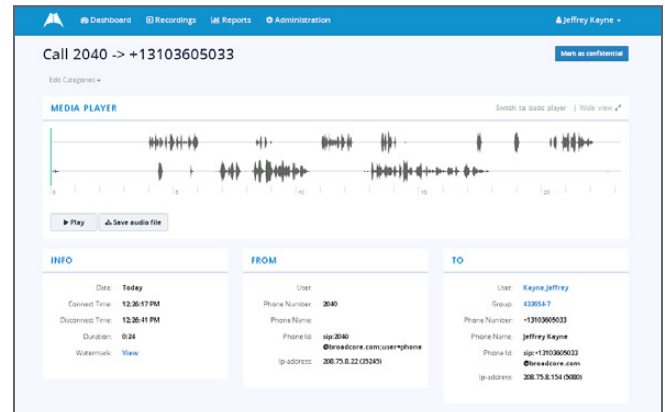
Record conversations from the very beginning, even with calls that are already in progress, with Masergy Call Recording's Look Back feature, you won't miss a single word.

Centralized Multi-Site Call Recording

Record calls made to and from multiple locations/branches.

Industry Leading Scalability

Masergy Call Recording easily scales from a few phones to thousands. Call Recording offers industry-leading performance and reliability.





Masergy Call Recording helps businesses and contact centers improve service quality and performance. Masergy Call Recording quality monitoring and evaluation software enables contact centers to evaluate agents' performance, provide feedback and support, coach and train agents. With Masergy Call Recording you will be able to effortlessly monitor and improve quality of your customer interactions to deliver the best customer experience.

Quality Assurance

Quality Assurance integrates seamlessly with Masergy Call Recording and featuring intuitive and a user-friendly web interface.

CRM Integration

Seamlessly integrate Masergy Call Recording to the third-party applications, such as CRM and help-desk systems, to achieve superior customer service and maximum business results.

Customizable Score Cards

Evaluate agents using built-in score cards or quickly customize existing evaluation forms.

Reporting

General statistics for calls, days, groups, users, agents performance and more with Masergy Call Recording's comprehensive reporting features.

The screenshot displays the Masergy Call Recording software interface. On the left, there is a section titled "Add Evaluation Report" which includes an "AUDIO" player with a waveform and a "GREETING" section with several evaluation questions. The "GREETING" section contains the following questions and their status:

- Did the agent say "Thank you for calling?": YES (selected), NO
- Did the agent mention his/her name?": YES (selected), NO
- Did the agent mention the company name?": YES, NO (selected)
- If the call was transferred did the agent adapt the greeting accordingly?": YES (selected), NO, N/A
- Did the agent say "This call may be recorded...": YES, NO, N/A (selected)

On the right side of the interface, there is a "Reports" section with a dropdown menu showing "All Calls", "Tenants", "Group Calls", "User Calls", and "Evaluation Reports". Below this is an "Agent Performance Summary Report" for the Sales Department, covering the period from 2/15/2021 to 2/11/2021. The report features a bar chart showing "Avg score" (blue bars) and "Total evaluations" (orange line) across various agents.



Masergy Call Recording helps companies to comply with legal requirements such as PCI-DSS, HIPAA, Sarbanes-Oxley, FIPS, FSA compliance, and others.

Pause/Resume Recording

Automatically pause / resume call recording process to omit sensitive data, such as card holder information.

File Watermarking

Ensure authenticity with file watermarking. Call Recording offers a powerful application to validate the authenticity of any WAV file.

Encryption and Advanced Security

Ensure the highest security standards, with Call Recording's 256-bit AES file encryption and secure access to call recordings via SSL/HTTPS connection.

Audit Log

Monitor sensitive information with Audit Log to ensure maximum security and comply with HIPAA and other legal requirements.

Role-Based Access

Customize roles and define user rights, such as playback, administration, and resources access.

The screenshot shows the MiaRec web interface. At the top, there are navigation tabs: Dashboard, Recordings (active), Reports, and Administration. The user is logged in as 'admin'. The main heading is 'Recordings'. Below this, there are filter tabs: ALL CALLS, ACTIVE CALLS, MY CALLS, BY USER, NOT ASSIGNED TO USERS, and BY CATEGORY. A search bar is present with the text 'Search a Text'. A date range selector is set to 'Select a Date Range'. A 'Delete' button and a 'Categories' dropdown are also visible. A table of recordings is displayed with columns for USER, DATE, TIME, and CATEGORIES. A dropdown menu is open over the 'USER' column, listing 'Administrators' (admin, Antonie Parker) and 'Back Office' (Aline Barlebaugh, Avery Mckoy, Iliia Crane, Lynn Lafever). The table contains 15 rows of recording data.

USER	DATE	TIME	TO	CATEGORIES
<input type="checkbox"/> Yahaira Leon	Today	9:59 PM	Leon)	8859331043
<input type="checkbox"/> Lynn Lafever	Today	9:58 PM	fever)	2945026858
<input type="checkbox"/> Tracy Hash	Today	9:56 PM		21311005004 (Tracy Hash)
<input type="checkbox"/> Yahaira Leon	Today	9:55 PM		21311001008 (Yahaira Leon)
<input type="checkbox"/> Antonie Parker	Today	9:55 PM	5:52 7240158230	21311003000 (Antonie Parker)
<input type="checkbox"/> Peg Acre	Today	9:54 PM	0:32 8593862284	21311001003 (Peg Acre)
<input type="checkbox"/> Tracy Hash	Today	9:53 PM	0:10 21311005004 (Tracy Hash)	6156106009
<input type="checkbox"/> Alberta Seifried	Today	9:51 PM	31:35 5039736955	21311001009 (Alberta Seifried)
<input type="checkbox"/> Josef Mock	Today	9:50 PM	2:04 3663761736	21311001004 (Josef Mock)
<input type="checkbox"/> Yahaira Leon	Today	9:50 PM	3:22 21311001008 (Yahaira Leon)	2212520080